

**REQUEST FOR PROPOSAL [RFP]**

**FOR**

**“SELECTION OF VENDOR FOR SUPPLY, INSTALLATION,  
IMPLEMENTATION, CUSTOMIZATION AND MAINTENANCE OF FINANCIAL  
SUPPLY CHAIN SOFTWARE SOLUTION IN CANARA BANK”**

**Issued by: Canara Bank,  
Procurement Group, 1<sup>st</sup> Floor,  
DIT Wing, Naveen Complex,  
14, MG Road, Bengaluru -560 001  
Phone No - 080- 25590070, 25584873  
Email Id - [hoditapm@canarabank.com](mailto:hoditapm@canarabank.com)**



**A. BID SCHEDULE & ABBREVIATIONS**

**1. BID SCHEDULE**

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 15/2020-21 dated 02/09/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software Solution.
4.	Bank's Address for Communication	Deputy General Manager Canara Bank, Procurement Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001
		Senior Manager, Procurement Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a>
5.	Date of Issue of RFP	02/09/2020, Wednesday
6.	Tender Fee (Non-refundable)	Rs.5,900 (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.8,00,000/-
8.	Performance Bank Guarantee/Bid Security	10% of Total Order Value
9.	Purchase Preference Policies	All are Applicable as per Section-H (except the order is not divisible. Hence, Bank will not split the Order)
10.	Last Date and Time for Submission of Bids	25/09/2020, Friday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	25/09/2020, Friday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.



12.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C.	Will be intimated at a later date.
13.	Pre-bid Meeting Date & Time	<p>i. Pre-bid meeting will be held on 15/09/2020, Tuesday at 3.30 PM.</p> <p><u>Venue: Pre Bid meeting will be held Online (through Microsoft Teams )and participants are requested to attend the meeting Online.</u></p> <p><u>Those who are interested in participating the prebid meeting should share the scanned copy of authorization and Valid ID Card of the participant by email to <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a>. (Physical copy should be submitted at later date)</u></p> <p><u>Upon perusal of the same the link / meeting id will be shared to participate in the meeting (Microsoft Teams).</u></p> <p>ii. Pre bid queries should be submitted as per Appendix-D.</p> <p>iii. Pre-bid Queries to E-mail <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a> must reach us on or before 11/09/2020, Friday at 3.00PM. Subject of the email should be given as "Pre Bid Queries for RFP 15/2020-21 dated 02/09/2020". <u>Queries reaching afterwards will not be entertained.</u></p>
14.	Other Details	<p>i. The bidders must fulfill the Pre-Qualification criteria for being eligible to bid.</p> <p>ii. 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 <a href="https://canarabank.com/tenders.aspx">https://canarabank.com/tenders.aspx</a>.</p> <p>iii. No suggestions or queries shall be entertained after pre-bid meeting.</p>
<p>This document can be downloaded from following website <a href="https://canarabank.com/tenders.aspx">https://canarabank.com/tenders.aspx</a> and <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies &amp; any communication etc. will be uploaded in the Bank's website only (i.e. <a href="https://canarabank.com/tenders.aspx">https://canarabank.com/tenders.aspx</a>). No individual communication will be sent to the individual bidders.</p>		



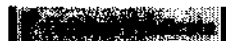
**DISCLAIMER**

The information contained in this Request for Proposal ("RFP") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (<https://canarabank.com/tenders.aspx>) and it will become part and parcel of RFP.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.





## 2. Abbreviations:

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

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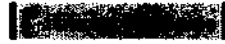
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## **B. INTRODUCTION**

### **1. About Canara Bank**

- 1.1. CANARA BANK is a fourth largest public sector bank owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Department of Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

### **2. Definitions**

- 2.1. 'Bank' means unless excluded by and repugnant 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 Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software solution".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.
- 2.4. 'Solution' means providing "Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software solution" in Canara Bank.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful bidder' / 'Selected bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process including the reverse auction, subject to compliance to all the Terms and Conditions of the RFP, etc.
- 2.7. Customer term includes Prospective Customers, Leads, Applicants, Guarantors, Collateral holders, Employees, Legal heir, Nominee, Signing Authority, Director, Owner, Proprietor and such other parties. It includes natural persons i.e. Individuals and other persons i.e. Firms, Companies, HUF etc



**3. About RFP**

Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software Solution in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

**4. Objective**

Canara Bank is pleased to invite proposal for Financial Supply Chain Software Solution from the prospective bidders having proven past experience in similar implementation and competence in the field.

**5. Requirement Details**

5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' from eligible, reputed entities for Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software solution in Canara Bank. The Financial Supply Chain Software Solution should have product capability of integrating with Bank Core Bank Solution as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

5.2. Detailed technical specification/requirement is furnished in Annexure-7, and Scope of Work in Annexure-8. Bank is looking for reputed entities for Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software Solution.

**6. Participation Methodology**

6.1. In a tender either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.

6.2. If a Bidder bids on behalf of the Principal/OEM/OSD, the same Bidder shall not submit a bid on behalf of another Principal/OEM/OSD in the same tender for the same item/product/service.

6.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.

6.4. In the event of the Bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-13.

**7. Eligibility Criteria**

- 7.1. Interested Bidders, who can Supply, Install, Develop, Implement, Customize and Maintain Financial Supply Chain Software Solution in Canara Bank and meet the Eligibility Criteria as per Annexure-2 may respond.
- 7.2. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

**8. Scope of Work**

- 8.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-8. Bidder has to confirm 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.

**8.2. Project Completion and Management**

- 8.2.1. For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.
- 8.2.2. Project implementation team should be conversant with all rules and conditions to resolve the issues, if any.

**9. Technical / Functional Requirements**

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

**10. Training**

The Selected Bidder should provide training as per Annexure-8. Cost for the same to be factored in the Bill of Material.



## C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)

### 1. Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software Solution in Canara Bank

1.1. Bank shall provide the address and contact details for delivery of required software and other items for implementation of Solution while placing the order.

#### 1.2. Project Schedule are as follows:

##### 1.2.1. Implementation & rollout of Financial Supply Chain Software Solution in Canara Bank:

1.2.1.1. The selected bidder would need to complete the implementation and go live of the Solution covering all functionalities of the Bank as per Annexure-7 & Annexure-8 for the respective modules.

1.2.1.2. The selected Bidder would need to implement and make live all these modules as per Clause no. 1.2.5 of Section-C {Deliverables & Service Level Agreements (SLAs)} from the date of acceptance of Purchase order to the selected bidder by the Bank.

##### 1.2.2. UAT, Stress Testing & Parallel Run:

For the implementation phase to be complete all the testing, regression testing, stress testing and parallel run should be completed. It will be the selected bidder's responsibility to create the environments for the Bank's team to do the testing and the selected bidder will be required to assist the Bank in the entire testing phase.

##### 1.2.3. Interface building:

All interfaces as mentioned should be developed and successfully implemented as specified in this RFP.

##### 1.2.4. Facilities Management:

The Bank expects the selected bidder to provide all the services mentioned in this document the day the first module of the Financial Supply Chain Software Solution is successfully implemented and made live.

##### 1.2.5. High-level Roll-Out Plan:

The detailed rollout plan for implementing the Financial Supply Chain Software Solution across all offices is given below:

Sl. No.	Contents	Timelines
a.	Acceptance of Purchase Order	Within 7 days from the date of issue of Purchase Order.





b.	The selected bidder should suggest the hardware sizing and Finalize the Business requirement for the Bank, in co-ordination with identified team at the Bank	Within 7 days from the date of acceptance of Purchase Order.
c.	Supply and Installation of related software for FSCM Solution at Production Site.	Within 15 days from the date of installation of hardware at Production Site.
d.	Technical training to Core Team	4 weeks the date of acceptance of Purchase Order.
e.	Preliminary testing and Gap Analysis vis-à-vis RFP requirements	Within 4 weeks from the date of installation of hardware at Production Site.
f.	Customization & Interfaces.	Within 8 weeks from the date of installation of hardware at Production Site.
g.	Testing in simulated environment and Gap Analysis vis-à-vis customization	4 weeks run in the Test environment with the fully customized product
h.	Pilot implementation, User Training and Documentation	Pilot to start after successful completion of testing in simulated environment and to complete within 20 days
i.	Acceptance Testing	20 days after successful conclusion of Pilot Implementation
j.	Roll Out	3 days from date of acceptance

- 1.3. Any deliverable that has not been implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract.
- 1.4. Commissioning of the software will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.

## 2. Integration & Interfaces

- 2.1. The selected bidder has to work with M/s IBM, system integrator of our CBS for agent deployment, policy creation and configuration in CBS Servers and Network Devices.
- 2.2. The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.
- 2.3. The selected bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered solution.





**3. Security:**

- 3.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.
- 3.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.
- 3.3. The Bank may conduct security audit in the proposed solution after complete implementation.
- 3.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.
- 3.5. The Bidder has to follow the industry best practices in Configuration of Operating System and other Software.
- 3.6. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.
- 3.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.
- 3.8. Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.
- 3.9. The selected bidder will have to establish all the necessary procedures/ infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.

**4. Acceptance**

- 4.1. Bank will evaluate the offered Solution implemented by the bidder. If the Solution experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the solution will be accepted by the Bank and the project will be considered as deemed signed-off.
- 4.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.
- 4.3. The warranty will start from the date of Go-Live.

**5. Uptime**

- 5.1. The bidder shall guarantee a 24x7x365 availability of the solution with monthly uptime of 99.00% for the solution as specified in Annexure-7 and Annexure-8 during the period of the Contract and during AMC/ATS, if contracted, which shall be calculated on monthly basis.



- 5.2. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 5.3. If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.
- 5.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.
- 5.5. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted minutes in a month} - \text{Downtime minutes within contracted minutes})}{\text{Total contracted minutes in a month}} \times 100$$

- 5.6. Contracted minutes of a month = No. of days in that month X 24 X 60.
- 5.7. Helpdesk and Technical support services to include system maintenance windows.
- 5.8. Provide a robust, fault tolerant infrastructure with enterprise grade SLAs with an assured uptime of 99.00%.
- 5.9. Service provisioning and de-provisioning times (scale up and down) in near real-time should be as per the SLA requirement of the Bank.
- 5.10. Bidder shall implement the monitoring System including any additional tools required for measuring and monitoring each of the Service Levels as per the SLA between the Bank and the bidder.

## 6. Penalties/Liquidated Damages

### 6.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:

- 6.1.1. Non-compliance of the delivery of related software for FSCM Solution at Production Site as per clause (1.2.5-b) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.
- 6.1.2. Non-compliance of the preliminary testing and Gap Analysis Timelines of the solution as per clause (1.2.5-d) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.
- 6.1.3. Non-compliance of the Customization & Interfaces Timelines of solution as per clause (1.2.5-e) will result in the Bank imposing penalty of 0.50% (Plus



GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.

- 6.1.4. Non-compliance of the Pilot implementation, User Training and Documentation Timelines of solution as per clause (1.2.5-g) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14
- 6.1.5. Non-compliance of the Roll Out Timelines of solution as per clause (1.2.5-i) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.
- 6.1.6. However, the total Penalty/LD to be recovered under above clauses 6.1.1 to 6.1.6 shall be restricted to 20% (Plus GST) of the total Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.

**6.2. Penalties/Liquidated damages for not maintaining uptime:**

6.2.1. Penalties for not maintaining Uptime will be calculated as mentioned below:

Level of availability calculated on monthly basis	Penalty
99.00% to 100%	No penalty
98.00% to 98.99%	0.5% (plus GST) on invoice value* (excluding taxes)
97.00% to than 97.99%	1.00% (plus GST) on invoice value* (excluding taxes)
96.00 % to 96.99%	1.5% (plus GST) on invoice value* (excluding taxes)
95.00% to 95.99%	2.0 % (plus GST) on invoice value* (excluding taxes)
Less than 95%	2.5 % (plus GST) on invoice value* (excluding taxes)

\* Invoice value of the solution excluding AMC/ATS as per Table-A of Bill of Material.

6.2.2. Bank will calculate the uptime monthly and basing on the downtime penalty will be levied. The maximum penalty levied under above clause 6.2.1 shall not be more than the 10% (plus GST) of the order value as per Table-A of Annexure -14 during warranty period. The maximum penalty levied under above clause 6.2.1 shall not be more than 25% of AMC/ATS amount payable for respective year (plus GST) during AMC/ATS period.

6.3. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the

particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.

- 6.4. **Penalties/Liquidated Damages for non-performance:** If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.
- 6.5. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 6.6. All the above LDs are independent of each other and are applicable separately and concurrently.
- 6.7. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

## 7. Payment Terms

The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement:

7.1. Payment schedule will be as under:

Sl. No.	Payment Stage	% of Payment
a.	Supply of Enterprise Licenses for Financial Supply Chain Software Solution - Application Software.	30% Delivery of Base version of all application software and on submission of Invoice and proof of delivery (as per clause 1.2.5-c).
		20% Delivery and Installation of Customized software (as per clause 1.2.5-f).
		20% Completion of Pilot Implementation (as per clause 1.2.5-h)
		20% On acceptance of the Application Software by the Bank(as per clause 1.2.5-j)
		10% On completion of Warranty or on production of Bank guarantee for equivalent amount, whichever is earlier
b.	Any Other related Software including licenses, if any	90% On acceptance of the Application Software by the Bank.
		10% On completion of Warranty or on production of Bank guarantee for equivalent amount, whichever is earlier

c.	One Time Implementation Cost.	100% of One Time Implementation Cost will be paid after sign-off, acceptance from the Bank and signing escrow agreement.
d.	Training Charges	100% of the Training Charges on completion of training and acceptance by the Bank.
e.	Customization charges	After completion of customization and acceptance by the bank and for the actual man days utilized.
f.	AMC/ATS of Financial Supply Chain Software Solution	Payment shall be made quarterly in arrears.
g.	Onsite Resource/s Charges, if any	Payment shall be made quarterly in arrears.

- 7.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus one copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's/ Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
- 7.3. The selected bidder has to submit installation report/Sign off report duly signed by the Bank officials of the respective offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 7.4. Bank will not pay any amount in advance.
- 7.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms.
- 7.6. The bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 7.7. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, 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.

## **8. Onsite Resource & Local Support**

- 8.1. Bank at its discretion may engage 2 or more onsite resources from the bidder.
- 8.2. The Support should be available on 24x7x365 basis for solution.
- 8.3. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.

- 8.4. 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. All escalations will be attended / responded-promptly not later than 30 minutes of reporting.
- 8.5. The Bidder is responsible for providing Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue.
- 8.6. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 8.7. The Bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period.
- 8.8. The Bidder has to submit following KYC documents for onsite Resource:
  - 8.8.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.
  - 8.8.2. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and Bidder HR
  - 8.8.3. Aadhar Card - Duly attested photocopy by candidate and Bidder HR
  - 8.8.4. Relieving Certificate of Previous employer - Duly attested photocopy by candidate and Bidder HR, if any.
  - 8.8.5. PAN Card-Duly attested photocopy by candidate and Bidder HR.
- 8.9. Support has to cover to solve day-to-day issue while using the proposed solution in our environment like resolving the issues related to incident, security threat, signature updates, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.
- 8.10. However, penalty shall be applicable as per uptime clause.
- 8.11. **Response Time and Meantime to Restore [MTTR]**
  - 8.11.1. Response Time shall be 2 hours and MTTR shall be 4 hours.
  - 8.11.2. Time specified above is from lodging of complaint.

**9. Escrow arrangement during Contract period**

- 9.1. The Bidder shall inform the Bank about the software if any developed by the Bidder/anyone supplying through the bidder, and customized to the requirements of the Bank.
- 9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.
- 9.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.

- 9.4. The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the owner of the software meaning that Bank shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.
- 9.5. The application software should mitigate Application Security Risks; at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project).
- 9.6. The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.
- 9.7. The Bidder should provide Application Security Certificate along with report of the proposed solution to Bank, However, Bank in its discretion to conduct Code audit to check the vulnerability associated with proposed software/solution, if in case observations are found then bidder has to take up with OEM immediately to attend the same for closure before project acceptance/signoff.

#### **10. Software, Drivers and Manuals**

- 10.1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.
- 10.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

#### **11. Warranty**

- 11.1. The selected bidder shall provide warranty for a period of Three Year from the date of Go Live. Such Warranties shall be applicable to post Go Live support for application and infrastructure.
- 11.2. The selected bidder shall provide all products(s) and documentation updates, patches/fixes and version upgrades within 15 days of their availability/ release date and should carry out installation and make operational the same at no additional cost to the Bank. Bidder will have to obtain all necessary licenses, approvals, consents of third parties/ principle manufactures and all necessary technology, hardware and software to enable it to provide the solution at no additional cost to the Bank.

#### **12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted)**

- 12.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for software, License Items for Three (3) years after completion of warranty period, in the commercial Bid separately for comprehensive maintenance contract.

- 12.2. The Bank, at its discretion may enter into Annual Maintenance Contract / Annual Technical Support (ATS) of software, License supplied with the bidder after completion of respective warranty periods.
- 12.3. Support for maintenance of solution (including Software and software license) supplied should be available for a minimum period of Three (3) years, covering all parts, maintenance and support, after expiry of warranty period.
- 12.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.
- 12.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
- 12.5.1. Rectification of Bugs/defects if any.
  - 12.5.2. Ensuring uptime of 99.00%
  - 12.5.3. Preventive Maintenance.
  - 12.5.4. Maintenance of Software/License supplied.
- 12.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC/ATS obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 8 of Section-F. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

**13. Scope Involved During Warranty and ATS Period (if Contracted)**

- 13.1. During the contract period the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of software/ middleware etc. as and when released by the selected bidder/OSD.
- 13.2. During the contract period the bidder should apply and upgrade all release/version change of patches/ upgrades/ updates of software/ middleware etc. as and when released by the selected bidder/OSD.
- 13.3. If any software, License updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected bidder free of cost to the Bank during Warranty and AMC support [If contracted].
- 13.4. Any corruption in the software/License/Hardware shall be rectified during the full period of the contract including Warranty and AMC/ATS, if contracted, at no extra cost to the Bank.



- 13.5. The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the software and hardware during warranty period and AMC/ATS (if contracted).
- 13.6. The support shall be given in person only.
- 13.7. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 13.8. The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 13.9. Escalation matrix should be provided for support, technical, project etc.

#### **14. Subcontracting**

The Bidder shall must engage OEM/OSD professional services for the complete project Management and Implementation of proposed solution, if OEM/OSD does not have service model then bidder must engage OEM/OSD Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM/OSD only. The Bidder can engage one system integrator however bidder will be responsible for Supply, Installation, Implementation and Integration of Solution as per RFP. Bank will not enter agreement with any third party.

#### **15. Defect liability**

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.

#### **16. Access to Audit:**

- 16.1. Periodically audit may be conducted either by Bank's internal auditors or by Bank's external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Bank shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Bank shall provide access to the Bank's Auditors in this regard to the facilities/ installations/technical resources related to the project.
- 16.2. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority.



**D. BID PROCESS**

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

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses [https://canarabank.com/User\\_page.aspx?othlink=5](https://canarabank.com/User_page.aspx?othlink=5).



## **E. SELECTION OF BIDDER**

### **1. Preliminary Scrutiny**

- 1.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

### **2. Clarification of Offers**

- 2.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.
- 2.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

### **3. Evaluation of Bids**

- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time. The evaluation shall be on the basis of technical competence and the price quoted. The Technical Evaluation and the Commercial Evaluation shall have the weightages of 60%(45% for Functional Requirement Evaluation & 15% for Technical Credential Evaluation) and 40% respectively, and this weightage shall be taken into consideration for arriving at the selected Bidder

#### **3.2. Part A-Conformity to Eligibility Criteria:**

The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Eligibility Criteria and on the documents submitted as per Appendix-A of RFP. The proof of documents should be submitted as per Appendix-A and it will be evaluated by the Bank and Bank will seek clarification, if required.

#### **3.3. Part B-Technical Proposal:**

3.3.1. The Part B-Technical Proposal of only those bidders who qualified in Part A-Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B-Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per Appendix-B. The proof of documents should be submitted as per Appendix-B and it will be evaluated by the Bank and Bank will seek clarification, if required.

3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure- 7 and compliance to Scope of Work as per Annexure-8.



**3.3.3. Technical Evaluation (TE):** Out of the 60 marks, Allocation would be as under:

- 3.3.3.1. Functional Requirement Evaluation (FRE) would carry 45 marks secured on the basis of the Bidder's response to the Functional Requirements (In Annexure I).
- 3.3.3.2. Technical Credential Evaluation (TCE) would carry 15 marks secured on the basis of any or all of the Bidder's presentation, demo or supporting documents.

**3.3.4. Functional Requirement Evaluation (FRE):**

- 3.3.4.1. Bank has classified each of the Functional Requirements as "MOST CRITICAL" OR "REQUIRED" and will be shown as values under the column BANK RATING.
- 3.3.4.2. Requirements with BANK RATING marked as "Most Critical" has to be part of the product feature the availability of which is considered essential for the business and must be satisfied in its entirety.
- 3.3.4.3. Requirements with BANK RATING marked as "Required" is necessary for efficient functioning.
- 3.3.4.4. Value for each of the classification under BANK RATING is as under:

BANK RATING	VALUE
MOST CRITICAL	2
REQUIRED	1

- 3.3.4.5. The Vendors are required to indicate "Feature Readily Available" or "Feature Customizable" under the column "VENDOR RESPONSE" for each of the functional requirement. Bank will assign the VENDOR SCORE as per the table below for each of the VENDOR RESPONSE indicated for the purpose of evaluation.

DESCRIPTION	VENDOR SCORE
FEATURE READILY AVAILABLE	3
FEATURE CUSTOMISABLE	2

- 3.3.4.6. Here, Features Readily Available would mean features are readily available and should be provided by the Bidder.
- 3.3.4.7. Feature Customizable would mean that the features can be provided after customization at no additional cost and before the ROLLOUT.
- 3.3.4.8. Bidder may note that the vendor score will be reduced by the Bank at the time of Technical Credential Evaluation, if found that what the Bidder has declared is in contravention to what is available in the solution. This rating by the Bank based on the actual availability of the features will be final and binding on all Bidders.
- 3.3.4.9. The score obtained for a requirement (R1) can be calculated by using the formula:
- 3.3.4.10.  $T1R1 = BR1 \times VS1$

Where T1R1 is the total score for requirement R1,





BR1 is the Value assigned to the Bank Rating for requirement R1, (Most Critical - 2 marks and Required - 1 mark) and VS1 is the vendor score for requirement R1 evaluated and finalized by the Bank (Feature Readily Available - 3 marks and Feature Customizable - 2 marks).

Similarly T2R2, T3R3.. TNRN will be computed.

Total marks for the functional requirement as a whole is calculated by summing up total marks obtained for each requirement as per Annexure I.

Thus TOTAL MARKS (TMF) = T1R1+ T2R2 + T3R3 + .... + TNRN  
= 1065 marks

3.3.4.11. Assuming that the Bidder is providing all the requirements which are most critical/required in nature wherever indicated as per Annexure I, he will be awarded full marks. That is 1065 marks are computed for each requirement as under:

3.3.4.11.1. Most Critical & Feature Readily Available =  $2 * 3 = 6$  marks

3.3.4.11.2. Required & Feature Readily Available =  $1 * 3 = 3$  marks

3.3.4.12. The evaluation as above forms 45% of the entire evaluation procedure. The Bidder should secure at least 746 marks for qualifying for Credential Evaluation i.e. 70% of 1350.

3.3.4.13. Full marks (45 marks) will be allotted to the Bidder who secures the highest marks.

3.3.4.14. While the highest Bidder will get 45 marks, other Bidders will be awarded in proportion to the marks scored in relation to the highest Bidder. Thus the other Bidders will get marks < 45.

3.3.4.15. Technical Score = Bidder Technical score/Max (Bidder Technical score)\*45

3.3.4.16. Example: If Bidder A scores 1250 marks and Bidder B scores 1000 marks, Bidder A will be allotted 45 marks on the grounds that he has scored highest marks in Functional Requirement Evaluation (FRE). Marks obtained by Bidder B will be in relation to the highest marks obtained by Bidder A (i.e. less than 45).

Bidder B obtains:

Functional Evaluation Score =  $1000/1250*45$   
= 36 marks

3.3.5. Technical Credential Evaluation (TCE):

3.3.5.1. The credential of the Bidder would be rated by the evaluation committee based on a questionnaire and the demos, presentations and supporting documents and 15 Marks are allocated for this category.

3.3.5.2. Under this evaluation,

3.3.5.2.1. Demos and Presentation would be considered for evaluation of Bids. The Bank would request the Bidders to present and demonstrate the solution proposed.



3.3.5.2.2. Written reply, if any, submitted in response to the clarification sought by the Bank will be reviewed.

3.3.5.2.3. To assist in the examination, evaluation and comparison of bids Bank may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

3.3.5.3. Total Marks under credential evaluation (TMC) will be allotted based on the Bidder's performance under this category.

### 3.3.6. Total for Technical Evaluation

3.3.6.1. The marks obtained (TMF and TMC) by each Bidder under the above categories will be added to arrive at the total marks scored by each Bidder under Technical Assessment.

3.3.6.2. The Bidder scoring more than 60% of the total technical score (i.e. at least 36 marks) will be technically qualified and eligible for commercial bid opening.

### 3.4. Part C-Commercial Bid:

3.4.1. The Part C- Commercial bids of only those bidders who qualified in Part B- Technical Proposal will be opened with due communication by the Bank. The Part C- Commercial Bid submitted by the bidder will be evaluated based on the documents submitted as per Appendix-C.

3.4.2. In case of Commercial Evaluation of Proposal, Full marks (40 marks) will be allotted to the Bidder who quotes the lowest financial proposal (LP)

3.4.3. While the Bidder with lowest financial proposal (LP) will get a financial score (FS) of 40 marks, other Bidders will be awarded in proportion to the marks scored in relation to the Bidder with the lowest quote. Thus the other Bidders will get marks < 40.

3.4.4. The Financial scores (FS) of all other bids will be determined by the formula:

3.4.5.  $FS = LP/F * 40$  (Where F is the Financial Proposal quoted by this Bidder)

3.4.6. For ex: If Bidder A quotes Rs.100 and Bidder B quote Rs.50, Bidder B will be allotted 40 Marks on the ground that he is the lowest Bidder. Bidder A will get (Inversely Proportional)

3.4.7.  $FS = 50/100*40 = 20$  marks

### 4. Bidders Presentation /Site Visits / Product Demonstration/POC

4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required software in advance and need to submit the pre-requisites document in order to complete the POC within 10 Days.

4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Solution proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.



- 4.3. The Bank at its discretion to call for providing Proof of Concept (PoC) of proposed solution at the location that is identified by the Bank.
- 4.4. Results of the Proof of Concept (PoC) will be shared with all the members of evaluation committee for considering the same during evaluation process.
- 4.5. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/R&D labs duly meeting the specific requirements/issues raised by the Bank. Bidder should demonstrate complete features as per Annexure-7 and Annexure-8 during live demonstration of the product at the discretion of the bank.
- 4.6. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 4.7. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.
- 4.8. The presentation/document shared during the presentation/POC shall form the integral part of the offer made by the vendor and features mentioned therein should be delivered as part of the offer by the bidder at no extra cost to Bank, irrespective of the fact that such features are explicitly mentioned in the RFP or not.

## **5. Normalization of Bids**

- 5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;
  - 5.1.1. Incremental bid submission in part of the requested clarification by the Bank
  - OR
  - 5.1.2. Revised submissions of the entire bid in the whole
- 5.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

## **6. Intimation to Qualified/Successful Bidders**

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. [www.canarabank.com](http://www.canarabank.com)). Commercial Bids of only technical qualified bidders shall be opened. No separate intimation will be sent to successful Bidder.

## **7. Correction of Error in Commercial Bid**



Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid. If any such errors are noticed, it will be rectified on the following basis:

- 7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.
- 7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 7.6. If the bidder does not accept the correction of errors, the bid will be rejected.

#### **8. Determination of L1 Price**

- 8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.
- 8.2. The L1 bidder will be determined as below:
  - 8.2.1. After completion of Evaluation as per Clause 3 Under Section E (Selection of Bidders) Proposals will be ranked according to their combined Technical (TE) and Commercial Assessment (CA) scores using a weight of 60% for technical proposal and 40% for financial proposal. The overall score (S) will be computed as follows:
    - 8.2.2.  $S = TE (0.6) + CA (0.4)$
    - 8.2.3. The Bidder scoring highest marks (S) will be declared as the selected Bidder i.e. T1L1
    - 8.2.4. All those Bidders who have submitted their responses may be required to be in preparedness to make product demonstration at a very short notice.
    - 8.2.5. The Bank shall communicate the venue, date and time of product demonstration to the Bidders separately. No request for change in date/time shall be entertained after communicating by us. Each Bidder shall be given a maximum of 1 day for demonstration. The bank reserves the right to change the venue, date, time with due intimation to the Bidders. Bank also reserves the right to give additional time for the demonstration and also to call for additional demonstration by any or all the Bidders.
    - 8.2.6. If a Bidder does not come up with the Product Demonstration at the appointed date and time, it will be construed that Bidder is not interested in bidding for the project.
    - 8.2.7. The Bidder has to show the capabilities of the solution to meet all the functional requirements specified in this document.



**F. OWNERSHIP & AWARDING OF CONTRACT**

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

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses [https://canarabank.com/User\\_page.aspx?othlink=5](https://canarabank.com/User_page.aspx?othlink=5).



**G. GENERAL CONDITIONS**

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

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses [https://canarabank.com/User\\_page.aspx?othlink=5](https://canarabank.com/User_page.aspx?othlink=5).



**H. PURCHASE PREFERENCE**

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

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses [https://canarabank.com/User\\_page.aspx?othlink=5](https://canarabank.com/User_page.aspx?othlink=5).

  
Deputy General Manager



**Note:** The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: [https://canarabank.com/User\\_page.aspx?othlink=5](https://canarabank.com/User_page.aspx?othlink=5). Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

<b>Sections</b>	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
<b>Annexures</b>	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
<b>Forms (Purchase Preference)</b>	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Startups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
<b>Bid Formats</b>	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
<b>Bank Guarantee Formats</b>	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.
Appendix H	Format for Bank Guarantee for Advance Warranty Payment.



<b>Pre Contract Integrity Pact</b>	
Appendix I	Pre Contract Integrity Pact.
<b>Reverse Auction Formats (not applicable)</b>	
Appendix J	Business Rules and Terms and Conditions of Reverse Auction.
Appendix J (1) & Appendix J(3)	Format to be submitted before commencement of Reverse Auction.
Appendix J(2)	Format to be submitted after Reverse Auction by L1 vendor.
<b>Other Format</b>	
Appendix-K	Location Details.
<b>Draft Contract Agreement</b>	



**Annexure-2**  
**Eligibility Criteria Declaration**

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

SUB: RFP for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software Solution.

Ref: Your RFP 15/2020-21 dated 02/09/2020.

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

	Sl. No.	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response and Documents Submitted
CONSTITUTION	1.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last three years as on RFP date.	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	



	<p>The bidder should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means:</p> <p>2. 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 on Company Letter Head stating " We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; We certify that we are not from such a country or; if from such a country, have been registered with the Competent Authority (copy attached). We hereby certify that we fulfil all requirements in this regard and are eligible to be considered." to be submitted".</p>	
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OEM/OSD/OSO	3.	<p>Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed solution</p> <p>Or</p> <p>An authorized dealer</p>	<p>If the applicant is an OEM/OSD/OSO, an Undertaking Letter has to be submitted to this effect.</p> <p>Or</p> <p>If the bidder is an Authorized Dealer, an Authorization letter from their OEM/OSD/OSO to deal/market their product in India and it should be valid for a minimum period of five years from the date of RFP.</p>	
FINANCIALS	4.	<p>The Bidder should have the Average Turnover of minimum Rs.10 Crores for last three (3) financial years (i.e. 2017-18, 2018-2019, 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies.</p>	<p>Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2017-18, 2018-19 and 2019-20 (audited/provisional)].</p> <p>AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	
	5.	<p>The Bidder should have Positive Net Worth as on 31/03/2020.</p>	<p>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>	
BIDDER EXPERIENCE	6.	<p>The Bidder should have implemented Financial Supply Chain Software Solution in at least One (1) Government Organizations/ Banking Financial Services and Insurance sector in India as on the date of RFP.</p>	<p>Purchase Order copies/reference letters from the customer clearly mentioning the solution name along with completion certificate should be submitted by the Bidder.</p>	
OEM Experience	7.	<p>The Financial Supply Chain Software Solution quoted by the Bidder should have been implemented (not necessarily by the Bidder) in at least 3 Government Organisations/ Banking Financial Services and Insurance sector in India. Out of these 3, at least one of these organizations should be Scheduled Commercial Bank in India.</p>	<p>Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the bidder.</p>	



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.

Date

Signature with seal

Name :

Designation :

**Annexure-7**  
**Technical & Functional Requirement Development, Implementation and Maintenance of Financial Supply Chain Software Solution**

SUB: SUB: RFP for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software Solution.

Ref: Your RFP 15/2020-21 dated 02/09/2020.

**Note**

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

**Technical & Functional Requirement Development, Implementation and Maintenance of Financial Supply Chain Software Solution**

Sl. No.	Requirement	Compliance (Yes/No)	Remarks (If any)
1.	Solution should have inbuilt features to support various modules (VFS, DFS & EIPP)		
2.	Solution should have inbuilt features to support uploading of documents in PDF or any other formats		
3.	The proposed software should have the capability to run in any of the prevalent RDBMS/OS platforms which should be in a position to interface with our existing CBS platform. (The selected Bidder during the hardware sizing should not recommend any obsolete platforms/ RDBMS version).		
4.	<p><b>Software specification:</b></p> <p>The Bidder should provide complete specifications as under:</p> <ul style="list-style-type: none"> <li>• Identity of the software component proposed</li> <li>• Latest Version details and release date</li> <li>• License details (Type, No. of licenses, etc)</li> <li>• Warranty Extended</li> <li>• Scalability</li> <li>• Salient features</li> </ul>		



	<p>For the following software:</p> <ul style="list-style-type: none"> <li>• Database Software (RDBMS)</li> <li>• Application Software</li> <li>• Operating System Software</li> <li>• Any other software required other than the one enumerated above</li> </ul>		
5.	<b>Architecture:</b>		
5.1.	The FSCM solution should be a web based application enabling different constituents of the supply chain (Bank, Corporate, Suppliers, Dealers and Distributors) to login using a single web page but with different roles		
5.2.	<p>The Bidder is required to provide the proposed architecture of the system. While doing so, the Bidder has to necessarily provide details in respect of the following:</p> <p>a. Process flow and work flow of the solution.</p> <p>i. The flexibility of the architecture in terms of ease in addition, modification and deletion of modules / functionality in the future should be highlighted.</p> <p>b. Extensive documentation with regard to:</p> <p>ii. Application Architecture iii. Database Layout and Architecture iv. 10 Data Dictionary</p> <p>c. Any additional Application software, and third-party tools that are required for using the system, in addition to the base Application System provided by the Bidder.</p> <p>d. List of known bugs in the system</p>		
6.	<p><b>Bandwidth:</b> Bidder to furnish Bandwidth requirements for their solution to function effectively at Branch level and Customer level</p>		
7.	<p><b>Interface:</b> The Bidder should explain in brief how the proposed solution addresses the following requirements:</p> <p>a. Interface with our Core Banking System running on Flex-cube. b. Interface with Payment Systems (RTGS/NEFT) c. Interface with Corporate ERP systems of customers d. Any other Interface required</p>		
8.	<b>Client-side requirements:</b>		



8.1.	The Bidder should provide details of Minimum Software requirements on client side including tools, patches, plug-ins, etc		
8.2.	If any activity cannot be performed from the client side, please specify the same.		
8.3.	Minimum version of the web browser and list the setting changes to be done at the web browser, if any		
9.	<b>Backup</b>		
9.1.	The Bidder should state how the proposed solution addresses the Backup of data as the data is very crucial for the Bank		
9.2.	The write-up should necessarily cover the Backup and Archiving Methodology for the entire FSCM solution (Database, Operating system, Application Software and other software)		
9.3.	The Bidder should provide detailed documentation of the backup, recovery and replication procedures covering all possible scenarios of failure		
10.	<b>Operation and Maintenance</b>		
10.1	The Bidder should provide recommended procedures for all aspects of the operation. This shall include routine maintenance, analysis of statistical output, alarm handling and emergency procedures		
10.2	The Bidder should explain how the proposed solution handles the following: Change and implementation procedures for upgrades. Test and diagnostic functions and resource management. Remote support capabilities. Number of Persons and skill sets required from Bank for Maintenance and Administration of the solution. System should have an audit log file management capability Error log in case of missing and/or erroneous data 6.7 Back-ups of Audit log files should be possible		
11.	<b>Problem Resolution</b>		
11.1	There will be times when problem resolution requires the provision of patches or other form of updating the application software. It is expected that there will also be system upgrades at regular or irregular intervals. These issues are regarded as "Preventive Maintenance		
11.2	Preventive maintenance shall be clear in procedures and documented. It is preferred that any preventive maintenance can be carried out without disruption or degradation to the on-line service. Any procedures requiring service		



	downtime should be minimal and should be planned downtime to enable proper scheduling		
11.3	The Bidder should describe the procedures provided to enable preventive maintenance to meet these objectives		

**All the requirement mentioned in Annexure-7 are mandatory. Non-compliance to any of the requirement as per Annexure-7 will lead to disqualification.**

Date:

Signature with seal

Name :

Designation :



**Annexure-7(A)**

**Scoring Matrix for the Financial Supply Chain Mechanism Solution**

**Note:** Value for each of the classification under Bank Rating is as under:

<b><u>Bank Rating</u></b>	<b><u>Value</u></b>
Most Critical	2
Required	1

Value for each of the classification under Vendor Rating is as under:

<b><u>Vendor Response</u></b>	<b><u>Vendor Rating</u></b>
Readily Available	3
Customizable	2

For Part-B Technical Evaluation (TE) and Scoring, Kindly refer Clause 3.3.

**1. Scoring Matrix for the Financial Supply Chain Mechanism Solution:-**

Sl. No	Requirements	Required/ Most Critical	Readily Available/ Customizable	Vendor Rating	Bank's Rating
1	Solution should be Web enabled which should enable all constituents of the supply chain to login to a single web portal and seamlessly operate.	Most Critical			
2	Solution provides various stages of work flow with an option to configure required work flows. Should support Initiation, Verification, Authorisation and Release.	Most Critical			
3	System should be capable of handling vendor financing as well as Distributor-Dealer financing by way of Purchase Orders (PO), Invoice and Bill discounting.	Most Critical			
4	Provision "Electronic Invoice Presentment and Payment" without financing option. In case of only EIPP, no discounting possible. Still payment information can be routed through the portal	Most Critical			



5	Provision to set direct as well as indirect limits on corporate/vendor/dealer/distributor	Most Critical			
6	Provision to fix limits on corporate with/without recourse.	Most Critical			
7	Provision to link same vendor / dealer/distributor to multiple corporate and vice versa. Multiple seller and buyer relationships should be possible.	Most Critical			
8	Provision to handle supplier who can also be a distributor/dealer for the corporate	Most Critical			
9	Provision to create supplier/vendor masters through file upload as well as manual keying in.	Most Critical			
10	Provision to link vendor / dealer to a corporate by way of file upload instead of manual linking	Most Critical			
11	Provision to link vendor / Distributor-Dealer to a particular corporate with specific vendor / dealer/distributor code (relationship code) used by that corporate in its system	Most Critical			
12	Master maintenance for Corporate, Vendor and Distributor-Dealer should be possible	Most Critical			
13	Provision for role based Add, modify, logically delete functionalities of the master details pertaining to Corporate, Vendor and Distributor-Dealer.	Most Critical			



14	Provision to configure file upload functionality for upload of Purchase order data,Manual creation of Purchase order data and optionally receive Purchase Order data automatically from Corporate's ERP system	Most Critical			
15	Provision to configure file upload functionality for upload of Invoice data,Manual creation of Invoices and optionally receive Invoices automatically from Corporate's ERP system	Most Critical			
16	Provision for Bulk acceptance of invoice by the buyer pertaining to invoices uploaded by the seller. Similiarly provision for bulk acceptance of Purchase order by the seller should be available.	Most Critical			
17	Provision for configuring auto acceptance of invoice by the corporate. This should be available supplier wise or for all suppliers.	Required			
18	System should auto accept the invoice only after validating with the invoice number, date, amount and filename. Similar validation for Purchase order should also be present.	Most Critical			
19	Provision to enable functionality for sellers to create invoices automatically from the purchase order advice.	Most Critical			
20	Enable seller to accept or reject the Purchase order	Most Critical			
21	Part finance of invoice should be possible	Most Critical			



22	Once the client opts for financing either thru STP or manual, the discounting process can also be either STP or manual intervention at bank side	Most Critical			
23	Enable the seller to submit invoice and buyer able to accept invoice and confirm payment with payment instructions for the bank.	Most Critical			
24	In case of STP in discounting process, system will check the limits and as per margin requirements will calculate the financing amount, deduct the interest and hand over the transaction to payment system for disbursement.	Most Critical			
25	In case of manual intervention, bank user will decide if the financing has to be processed. On approval from bank user, rest of the process will remain the same as stated above	Most Critical			
26	Each seller and buyer can only view and process Invoices or Purchase Orders related to them	Most Critical			
27	Supplier/Distributor-Dealer/Corporate wise Limit maintenance with provision to Add, modify, cancel, delete and also to upload the limits from File/ERP with Bank's authorisation.	Most Critical			
28	Realtime updation of Limit and online realtime limit check with backend automatically while processing transactions.	Most Critical			
29	At all time, client can see the available limit especially at the time of applying finance.	Most Critical			



30	Provision to credit supplier accounts through various payment modes. Direct credit to accounts within our Bank by interfacing with CBS, Interfacing with Payment systems and credit through RTGS/NEFT and Interface with CBS for creation of DDs.	Most Critical			
31	Seller can request bank to provide further drawdown in case supplier wishes to avail further finance with regard to the part finance availed earlier.	Most Critical			
32	Provision to set limit for Product as a whole	Required			
33	Automated reconciliation of Invoices with Payments, Invoices with Collections, Invoices with Debit / Credit Notes, Invoices with POs	Most Critical			
34	System to provide for PO and invoice matching feature and handling of unmatched items	Most Critical			
35	Provision to re-initiate the transaction without re-keying the all data if rejected due to limit burst. Such re-initiation can be either revalidated with limit again as the same will be now available / set	Most Critical			
36	Real time message validation during input at all levels	Most Critical			
37	Liquidation for part invoice value or complete contract	Most Critical			



38	Liquidation option with selection of Invoices based on any of the following: 1) LIFO 2) FIFO 3) Manual Selection	Most Critical			
39	Margin refund post liquidation	Most Critical			
40	Provision to release margin in full or in part based on full or part liquidation of the invoice.	Most Critical			
41	Pre payment of Invoices to be allowed (in case a client wants to do the same)	Most Critical			
42	Provision to Refund of Float interest to the vendor incases where a bill/invoice is part liquidated initially and subsequently full liquidation happens before the due date	Most Critical			
43	Penal interest recovery in case of delay in payment	Most Critical			
44	Direct credit of Invoice Amount if not discounted with Bank.	Most Critical			
45	Auto realization on due date	Most Critical			
46	Should support PDC linked financing and show alerts on PDC date for banking the same	Most Critical			



47	Robust fool proof accounting system for invoice discounting, charges, liquidation, cheque/payment bounce, etc	Most Critical			
48	Printing of invoice / PO / hundi / bill with facsimile signatures at vendor /dealer or corporate level.	Most Critical			
49	Should support transmission of scanned images and Electronic data interchange.	Most Critical			

### PARAMETERS

Sl. No	Requirements	Required/ Most Critical	Readily Available/ Customizable	Vendor Rating	Bank's Rating
<b>Interest Parameters</b>					
1	Provision for Fixed and Floating	Most Critical			
2	Parameter to specify interest to be charged to seller/buyer/both	Most Critical			
3	Multiple slabs of interest Ex. 0-20 days = x%, 20+days = y%	Most Critical			
4	Slab based Interest rates to be supported.	Most Critical			
5	Interest should be referred to some benchmark interest at system level - provision to set interest at vendor / dealer or corporate level as benchmark + or - x%	Most Critical			
6	Change in benchmark interest should be maintained with effective date (Value dated interest calculation should be possible)	Most Critical			
7	Pricing of product based on: a) Benchmark rate b) Customer Grade Rate c) Min and Max Rate per product	Most Critical			



8	Minimum period for which Interest refund is not permissible should be available.	Required			
9	Global Change in Interest Rates for product level should be possible	Most Critical			
<b>Tenor Parameters</b>					
1	Bill or Invoice tenor to be defined at corporate and vendor / dealer level.	Most Critical			
2	Provision to capture Min and Max Tenor	Most Critical			
<b>Margin Parameters</b>					
1	Parameter to maintain margin as per sanction terms to be provided	Most Critical			
2	Provision to maintain Margin in relation to Invoice Amount and Tenor	Most Critical			
<b>Charges</b>					
1	Global level charges maintenance should be possible.	Most Critical			
2	Following charges to be supported and should not be limited to: a) Upfront Fee b) Discounting Charge c) Processing Charge d) Handling Charge	Most Critical			
3	Overriding of Global level charges at customer level should be possible by the Bank	Most Critical			
4	Parameter to capture mode of charge collection. Ex: Upfront or In-arrears.	Most Critical			
5	Provision for Discount or Penalty to be levied to client should be based on Invoice due date and Payment date	Most Critical			
6	Provision for Interest to be calculated for no of days finance availed	Most Critical			
7	Max and Min Penalty and discount should be parameterized.	Most Critical			



8	Parameter to collect Commission in case of EIPP (Without discounting)	Most Critical			
9	Parameter for penalty/charges in case of pre-payment.	Most Critical			
<b>Followup</b>					
1	Provision to select mode of followup, Email, SMS, Both or No followup.	Most Critical			
2	Capability of System to arrive at followup date based on tenor.	Most Critical			
3	Parameter for configuring the number of days before which followup should commence	Most Critical			
4	Provision to select the mode of followup (Email or SMS) in case of confirmations for payments received OR intimations for dishonour of payments.	Most Critical			
5	Ability to create event based message templates for Email and SMS.	Most Critical			
6	Robust escalation mechanism should be put in place based on Amount of Invoice outstanding, No of followups made and the days overdue.	Most Critical			
7	Corporate Customer level templates for followup with their constituents to be provided.	Most Critical			
<b>Other Parameters:</b>					
1	Parameter to define unpaid/overdue invoice.	Most Critical			
2	Parameter at vendor / dealer level for auto finance (STP) or apply finance.	Most Critical			
3	Parameter to accept standing instruction by vendor for discounting all bills/ invoices given by corporate.	Most Critical			
4	Templates for frequently used phrases. Customisable formats for use in creation of Invoices and Purchase Orders	Most Critical			



5	NPA management parameters not limited to the below: a) Overdue beyond days b) Demand/Recovery/Overdue c) Asset classification d) Provision to classify as deemed NPA	Most Critical			
6	Provision to capture Relationship Managers on Corporate Side	Most Critical			
7	Parameters for Write-off	Most Critical			
8	Restriction parameter for no of times a part finance can be available	Most Critical			
9	Option to collect charges in case of part finance availed	Most Critical			
<b>Calculations</b>					
1	The application should be able to calculate the following:	Most Critical			
2	Interest, Penal Interest, Charges, Commission, Disbursement Amount, Discounted Amount, Net Credit, NPA classification and re-classification, etc	Most Critical			

### FILE UPLOAD / DOWNLOAD

Sl. No	Requirements	Readily Available/ Customizable	Vendor Rating	Bank's Rating
1	Flexibility to define client specific file format for various upload in the system such as PO/invoice upload, PO/invoice acceptance etc.	Most Critical		
2	File Formats can be either delimited or fixed width	Most Critical		
3	Flexibility to define delimited character in a particular delimited file format	Most Critical		
4	Flexibility to define padding character in a particular fixed width file format	Most Critical		
5	Provision to call external procedure before and after processing the file	Most Critical		

6	Provision to map client values with bank values. System to provide a file format mapper for easy creation of file formats by the bank and customer.	Most Critical			
7	File upload activity to have encryption / decryption logic	Most Critical			
8	Real time validation of file at the time of upload	Most Critical			
9	All errors in the file should be shown upfront	Most Critical			
10	Provision to process partial file or reject the file if any record has errors	Most Critical			
11	Files names should not be fixed in specific format. Provision for specifying a file format to be given.	Most Critical			
12	Provision to send customized reverse file to corporate post discounting process	Most Critical			
13	File transfers should be only through secured mode	Most Critical			
14	Support for Data file exchange using digital signature	Most Critical			

### ALERTS MODULE

Sl. No	Requirements	Most Critical/Required	Readily Available/Customizable	Vendor Rating	Bank's Rating
1	All alerts in the system will be subscription based. Alerts should be by way of Email and SMS	Most Critical			
2	Provision to invoke alert manually or trigger alert automatically to be possible	Most Critical			
3	Intimation to clients on limit availability on daily basis (in the morning)	Required			
4	Liquidation advices to be sent to the drawer immediately upon liquidation	Most Critical			
5	Status of overdue invoices on a daily basis	Most Critical			



6	Reminders/follow up for overdue invoices by SMS/Email	Most Critical			
7	Automatic escalation after specified no of followups or Outstanding Amount or Outstanding days beyond due date.	Most Critical			
8	Following alert are needed but not only limited to the below list: a) change in client master b) change in limit c) limit expiry date d) expiry of collateral e) PO issuance and upload f) Invoice issuance and upload g) PO / Invoice due date reminders h) Financing option i) Limit burst j) To authorizers on invoice / po upload k) Change in due dates l) Change in Interest Rates m) Withdrawal of Limits	Most Critical			
9	All the alerts need to follow a predefined workflow in case corrective action has to be taken such as in case of limit burst, Relationship Manager will intimate if the same has to be processed or rejected.	Most Critical			
10	System to provide alert for all transactions and workflow e.g. transaction failure, pending authorisation, availability of report, successful transaction etc	Most Critical			
11	Possible alerts are to be configured by bank at product and workflow level e.g. only for payments for transaction statuses of pending authorisation, payment completion etc	Most Critical			



12	System to be able to send alerts via emails/sms for selected reminder	Most Critical			
13	Users/customers can create their own alerts	Most Critical			
<b>REPORTS MODULE</b>					
Sl. No	Requirements	Most Critical/Required	Readily Available/Customizable	Vendor Rating	Bank's Rating
1	Group level exposure monitoring and limit maintenance	Most Critical			
2	Following Search Option and not limited to the below a) Invoice number wise b) Supplier / Dealer Code wise c) Tenor wise d) Bills/Invoices due for the day e) Amount wise	Most Critical			
3	Generation of various reports that can be customized as per requirement viz. (not limited to below list) - Agewise Overdues - Risk Rating Wise - Corporate Categorisation Wise - Sector Specific Exposure - Geographical Distribution - Customer limit utilization - Total Income generated - Total Overdues - Total Margin held for any constituent - Penal Charges collected - Bills due for liquidation for the day or any day - Escrow flows - Business between any two dates. Template for DD Covering letter	Most Critical			
4	Provision to generate reports based on regular limits and adhoc limits	Required			



5	Support for online/batch/adhoc report generation	Most Critical			
6	Parameters for Generation frequency , sequence & no of copies	Most Critical			
7	Ability to export reports to Excel, Text, PDF format	Most Critical			
8	Provide end user query/reporting tools.	Most Critical			
9	Ability to Integrate with other reporting tools, eg Crystal report	Most Critical			
10	Corporate can also export their results into a variety of other software and office productivity tools, and also design new custom reports by precisely selecting the data they want to display.	Required			
11	Online enquiry on status tracking for all products	Most Critical			
12	System to provide ageing reports for buyers and sellers respectively.	Most Critical			
13	Ability to provide and print ad hoc reports, statements of accounts, eg overdue analysis report, client statement of accounts, debtors' statements of accounts	Most Critical			
14	Enable Seller to view his account for updated position in terms of availability of funds for further drawdown, the debtors' status (for collections, past dues invoices, etc), inquire on specific invoice, ineligible debts, account outstandings, payment related details	Most Critical			
15	Similar view facility for Buyer should be available.	Most Critical			
16	System allows Seller/Buyer/Corporate to review their own transactions history on this platform	Most Critical			

17	Exception reports	Most Critical			
18	Reports pertaining to Payment Record, Business Turnover, Size of Bills, etc for taking business decisions	Most Critical			
<b><u>ADDITIONAL FEATURES</u></b>					
Sl. No	Requirements	Most Critical/Required	Readily Available/Customizable	Vendor Rating	Bank's Rating
1	Support customer's multiple entities, branches and subsidiaries etc	Required			
2	Support bilingual capability for screen display and reports.	Required			
3	Able to display general announcements and messages from the bank	Required			
4	Announcement and messages should be parameterisable	Required			
5	To allow for a quick save without all the controls to be performed. When deciding to submit the form to the next level of signature or directly to the bank (depending on the level of authorisation in the user's profile), the mandatory fields are checked.	Most Critical			
6	System should provide a Copy function: to re-use existing data and hence avoid re-keying information.	Most Critical			
7	Support for Application Templates such as PO Template, Copy from function such as create new PO by copying existing PO	Most Critical			
8	Calendar function for customer and suppliers to remind them of follow up action needed	Most Critical			



9	Support Multi Step processing flow and message routing - Every transaction goes through several stages when instructions are captured (incomplete, uncontrolled, submitted). Various users can interact with this workflow and the transaction will evolve to the next level depending on the permissions of each user.	Most Critical			
10	System must provide a rich set of roles to let a company precisely adjust the roles it requires to map its internal organisation	Most Critical			
11	Provide facility to interface with proposed Cash Management System (CMS)	Required			
12	Transactions are triggered to CBS and will happen at CBS level. However transaction details and logs are to be maintained even at the FSCM package level to enable generation of related reports at FSCM level itself.	Most Critical			
<b>HAND-OFF TO CBS</b>					
Sl. No	Requirements	Most Critical/Required	Readily Available/Customizable	Vendor Rating	Bank's Rating
1	System should be capable of providing required data to CBS at End of Day. Ex: Day-end-Balances, NPA updates, Special Watch Details and any other details which is required for synchronisation with CBS.	Most Critical			
2	Fool proof EOD reconciliation methodology to ensure number of transactions and total amount triggered during the day match between the application and the Core Banking System.	Most Critical			



3	Real Time Synchronisation between application and Core Banking System with regard to master data including LIMITS and Liability	Most Critical			
4	Total Liability in the dedicated GL in CBS should at any point of time TALLY with the total outstandings in the Application. A report of all outstandings at any point of time should be generated the total of which should tally with the dedicated GL in CBS.	Most Critical			
5	A detailed report for all transactions triggered into CBS should be available for review at any point of time transactionwise.	Most Critical			
6	Special Watch and NPA details should be handed to CBS at EOD	Most Critical			

### INTERFACE

Sl. No	Requirements	Most Critical/Required	Readily Available/Customizable	Vendor Rating	Bank's Rating
1	Integration with Limits module for online limit validation in CBS	Most Critical			
2	Integration with system for Payment processing	Most Critical			
3	Integration with GL of Core Banking System	Most Critical			
4	Integration with ERP system of Corporates	Most Critical			
5	Integration for Email and SMS alerts	Most Critical			

### SECURITY

Sl. No	Requirements	Most Critical/Required	Readily Available/Customizable	Vendor Rating	Bank's Rating
1	Support secured channel Communications such as compatible with firewall etc	Most Critical			



2	Supports End-to-end encryption	Most Critical			
3	Supports Digital Certificate and OTP for 2 <sup>nd</sup> Factor Authentication	Most Critical			
4	Supports Session Time-out Control	Most Critical			
5	Supports multi-level authorisation matrix for both Master and Transaction work-flow.	Most Critical			
6	All activities on the customer portal will follow auth. matrix defined for each event in the master setup	Most Critical			
7	The application must not permit a user to bypass the authentication mechanism and access the application directly.	Most Critical			
8	Customer administration module should be separated from the customer functionality module. That is, customer users shall not have access to the administration module.	Most Critical			
9	Standard security features for login to be available ( not limited to the below) a) Minimum six length alphanumeric b) Password history prevent reuse of password for the particular user. c) Bank defined password expiry period d) Password encryption e) Automatic user disabling after three successive erroneous tries f) Automatic user time-out on inactivity for a predefined time duration	Most Critical			
10	Provide many level of authorization, such as authorization by amount, product type etc	Most Critical			

11	The application must provide audit trails/reports that are able to trail the following events:	Most Critical			
	(a) reconstruct events that have happened				
	(b) facilitate the identification of problems				
	(c) security violations				
12	Access to pages must be restricted to authenticated user only.	Most Critical			
13	Audit Trail of every change in master and transactions. Modifications to master should be available in these logs. User-wise activity reports should be available for review.	Most Critical			

### PROCESS FLOW

Sl. No	Requirements	Most Critical/Required	Readily Available/Customizable	Vendor Rating	Bank's Rating
1	Request for Finance / Discounting should crystallise only with Bank Intervention. Manual Intervention at Branch required for all finance requests.	Most Critical			
2	Corporate should initiate all loan related requests to the Bank.	Most Critical			
3	Bank should have the option to Accept or Reject the finance request	Most Critical			
4	If rejected, the Invoice should be pushed back to the corporate with suitable reason for rejection which is keyed in or selected by pre-set return template.	Most Critical			
5	Provision to map GL codes of minor subsidiaries like Interest Collected, Commission service charges, etc with CBS GL codes for transaction processing.	Most Critical			



6	Accounting Events to be parameterisable. For Ex: What are the heads affected when bill is discounted and what should be the accounting entries passed	Most Critical			
7	Event based authorisation should be parameterisable. For Ex: Debit and Credit to Inter Bank Accounts should be directly authorised whereas customer related transaction should follow authorisation matrix,	Most Critical			
8	Restrictions on Branches and Currencies should be parameterisable. Only Branches and their customers who are allowed to transact on the package can be allowed to do so. Transaction can happen only through allowed currency.	Most Critical			
9	Provision to capture Basic MIS related details for Suppliers/Dealers whether customers or not. Not limited to the below: a) Sector Code b) Basel Customer Type c) BSR Code d) Sub Sector Code e) Priority/Non-priority f) Risk Rating.	Most Critical			
10	Validation of Invoice should be based on sanction parameters being keyed in for that corporate/supplier/dealer	Most Critical			
11	In case an Invoice is ineligible for finance, option to override to be provided with the next level authoriser authorising the transaction.	Most Critical			
12	Auto NPA classification should be possible based on NPA parameters set.	Most Critical			



13	Provision to map customer id of CBS system with customer id of the solution should be available. Further mass mapping should also be possible	Most Critical			
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Date

Signature with seal

Name :

Designation :



## Annexure-8 Scope of Work

**SUB: RFP for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software Solution.**

**Ref: Your RFP 15/2020-21 dated 02/09/2020.**

### Objective

- 1.1. To implement end-to-end solution of Financial Supply Chain Software Solution in Canara Bank to offer the product to the Bank's Corporate customers.
- 1.2. To integrate Financial Supply Chain Software with Bank's Core Banking Solution (Oracle Flexcube v11.8) covering Dealer Finance Solution, Vendor Financing Solution and Electronic Invoice Presentment & Payment (EIPP).
- 1.3. To develop and provide all regulatory and business MIS reports, analytical reports and Dashboards as required by the Bank.

### 2. Solution / System capability

The following features/capabilities are expected to be available in the proposed solution:

- 2.1. Software solution should have an administrator module to set Bank level parameters (customer wise/region wise etc.,) for Financial Supply Chain Software product and for user administration like creation and managing users with distinct credentials.
- 2.2. Software solution should provide self-service portal with required fields as per the details given under VFS, DFS & EIPP process flow to capture data for different users - Vendor, Dealer, Corporate, Bank (Checker 1), Bank (Checker 2), Bank (Administrator) and Bank Audit/Inspection.
- 2.3. Customer is created for Vendors, Dealers and Corporate in CBS through proper on boarding. Bank would provide the required fields to be maintained in the Solution software as per the details given under VFS, DFS & EIPP data fields and data from Canara Bank - Supply Chain Software Solution from the Customer ID created will be pushed to the Solution software upon creation of vendors/dealers/corporate customer IDs.
- 2.4. Bank will allot an overall limit for corporate and sub limits for vendors/dealers assessed and while opening the bill finance for them. These limits are to be maintained and regulated through real time transactions being done in the system.
- 2.5. All transactions related to Financial Supply Chain Software should happen in the software solution and only credit, debit and income amounts are to be passed on Bank's Core Banking Solution as required by the Bank.
- 2.6. Software solution should provide parameterized options to Bank for automating the workflow process for each relationship.
- 2.7. Vendor (VFS) / Dealer (DFS) should have the option to choose any future date for discounting in congruent with their respective corporate who has to accept it. Option should also be available for rejecting the invoices raised by Corporate/Dealer.



- 2.8. Corporate should have the facility to deduct applicable TDS/other taxes from the invoice submitted by the vendor while accepting and forwarding it to the Bank.
- 2.9. Vendor / Dealer / Corporate must have the provision to authenticate the submission of requests from their respective self-care portal login by digitally signing it.
- 2.10. Vendor & Dealer should have provision to accept and cancel the transaction before Corporate accepts it. Similarly Corporate should have provision to return the request submitted back to Vendor & Dealer for rectification / cancellation.
- 2.11. Each Corporate-Vendor, Corporate-Dealer should be a unique combination. Corporate should have the option to upload the purchase orders.
- 2.12. The liability should be booked in respect of Vendors (under VFS) and Corporate (under DFS) under bill finance/discounting.
- 2.13. Vendors (under VFS) may not have current account with the Bank in which case the credit to be effected through RTGS/NEFT as the may be and Dealer (under DFS) may not have current account with the Bank in similar way.
- 2.14. Software solution should have provision to upload documents such as invoice/bill/delivery challan/dealer receipt/e-way bill or any such documents as deemed necessary to evidence the genuineness of the transaction.
- 2.15. SMS/E-Mail to vendors, dealers and Corporates should be sent as per Bank's requirement for few days (parameterized field as per Bank's requirement) prior to the actual date in order to make the funds available.
- 2.16. Software solution should have provision to capture additional field information at each forwarded stage for all modules.
- 2.17. On the due date of bill, corporate account under VFS and Dealers account under DFS are to be debited through Bank's authorization module and to wipe out the BP liability of Vendors/Corporate/Dealer as the case may be.
- 2.18. Relationship-based pricing for events such as invoice presentment, invoice payment etc., should be available in the solution.
- 2.19. Accounting entries are to be maintained by the service provider solution as required by the Bank, which will also be replicated in CBS (Oracle Flexcube v11.8).
- 2.20. Software solution should have provision to generate outstanding book report and send regular book reports to all stakeholders (Bank, Corporate and its dealers/vendors).
- 2.21. Software solution should provide end to end finance management right from invoice presentment, finance request, finance disbursement, interest computation & collection till finance recovery along with handling over due's and NPA management.
- 2.22. All authorizations by Bank users should be with Maker-Checker concept i.e. dual authorization should be available wherever required as required by the Bank.



**2.23. API / Integrations / Other support:**

- 2.23.1. System/solution support for real-time information (through API) on boarding either through CBS or alternate channels and for existing customers to display the latest information in the FSCM portal.
- 2.23.2. Integration to CBS / other internal systems for merged data.
- 2.23.3. Audit trail & logs on all the activities including admin activities, corporate activities and transaction activities.
- 2.23.4. Periodical Cleansing of the data by running scheduled jobs.

**2.24. Configuration / administration of the system:**

- 2.24.1. The rule engines required for running the financial supply chain Software should be configured based on Bank data and as per the Bank requirement.
- 2.24.2. Further basing on any change in the policy / bank requirement, the rule engines should be configurable by the bank team through a portal/API.
- 2.24.3. Bank team should be provided with Role based access through a portal for configuration, monitoring, dashboard, etc.

**2.25. Other Technical Requirements:**

- 2.25.1. The proposed system/solution should be able to provide data as per bank's requirement.
- 2.25.2. The proposed system/solution should be able to analyze the nature of source data.
- 2.25.3. Configure the rules for the first time.
- 2.25.4. Software solution provider should accept dynamic change requests as and when informed by bank for making changes in the software during UAT process.

**2.26. MIS & Analytics:**

- 2.26.1. Develop a custom dashboard as per the requirement of our Bank in the portal for the bank.
- 2.26.2. Comprehensive MIS reports including regulatory reports, analytical reports and Bank's customized reports should be made available.
- 2.26.3. The reports thus generated should be downloadable / exportable in PDF/Excel formats.

**2.27. Regulatory Compliance:**

- 2.27.1. The solution proposed by the bidder should abide to the security requirements of the RBI, respective Government/ other regulatory agencies and the Bank.
- 2.27.2. The bidder should assist the bank in adhering to compliance guidelines of the regulatory authorities and facilitate bank.



2.27.3. The bidder should ensure that all the regulations of Information Technology Act, 2000 as amended from time to time, are being adhered to.

2.27.4. The bidder should provide the parameters to audit the tools by 3rd party auditors (for security) and any vulnerability observed shall be rectified by the bidder without any additional cost to the Bank.

**2.28. Security Aspects:**

2.28.1. The entire process should be secure and end-to-end encrypted.

2.28.2. Important fields of the customer data should be redacted and stored and masked values to be displayed wherever necessary.

2.28.3. The solution may undergo software and security audit as per stipulations and all remarks / observations in the audit reports to be rectified / incorporated.

2.28.4. Separate modules for different levels of users with role based access for Business, IT, MIS etc.

2.28.5. The bidder must disclose the limitation/capability of the solution provided.

**3. Deployment of Financial Supply Chain Software Solution:**

3.1. The Bidder is required to design, develop, supply, install, train, customize, test, implement, rollout and maintain the Solution as per the requirements of this RFP for the period of the contract.

3.2. The bidder has to implement the solutions at DC (Bengaluru) and DRC (Mumbai). Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.

3.3. The developed application should accommodate the growth of the Bank and adhere to the projections provided in the RFP document without any commercial implication during the contract period.

**4. Interface & Integration requirements:**

4.1. Bidder has to customize, implement, train, rollout and maintain the interfaces.

4.2. The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned in the RFP.

4.3. Bank expects that the integration/interface architecture is based around industry best practices.

4.4. The selected Bidder will be responsible for identifying the detailed interface requirements for integrating the proposed packages to the existing systems of the Bank for all functionalities as mentioned in this RFP.

4.5. The interface architecture should be clearly defined. The integration architecture should include the types of interfaces supported; the standards used and should comply with Bank architecture principles.



- 4.6. The Bidder will present to the Bank the interface requirements for review. Any suggestions from the Bank will have to be included by the Bidder.
- 4.7. The Bidder will be responsible for developing, testing and maintaining the interfaces. When developing the interfaces, the Bidder should ensure the requirements of data format, frequency of data transfer, quality checks and validations before data transfer and priorities for data transfer are identified and addressed.
- 4.8. The Bidder must ensure that all applicable interfaces are automated with no manual intervention required for their successful operation on an on-going basis.
- 4.9. The Bidder must ensure to incorporate all necessary security & control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.
- 4.10. The Bidder will be responsible for setting up the test environment for interface testing.
- 4.11. The Bidder will help/assist the Bank in preparing the test cases for the testing. Bidder shall ensure that the test cases meet all the testing requirements of the Bank.
- 4.12. The Bidder must ensure that a sound methodology is implemented (e.g. SOA governance framework, integration competency centre) to manage the interfaces.

#### **5. Software Licenses:**

- 5.1. The Bank will not be responsible or liable for any infringements or unauthorized use of the licensed products. In the event of any claims against the Bank for any license related issues, the selected Bidder will have to act upon the same and all liabilities and claims whatsoever will have to be settled by the selected Bidder.
- 5.2. Further, if the selected Bidder has missed out providing any required licenses to the Bank, then the Bank will not bear any additional amount for procurement of such licenses at a later date.
- 5.3. Selected Bidder is required to consider the Technical Support of the Solution and related application software for the period of contract from day one.

#### **6. Hardware:**

- 6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.
- 6.2. System should be sized to ensure that data relating to the solution would be retained online for entire lifecycle.
- 6.3. The selected Bidder is required to provide appropriate interface for quick retrieval of data from the archives as and when required without any intervention by the bidder once the system goes live. Data archival must be an automated process based on certain business rules which will be shared with the successful bidder and data retrieval system needs to be user friendly on demand system without the intervention of the selected Bidder once the system is online.
- 6.4. The design should be such that the minimum availability requirements as specified in the SLA section of the RFP are met.



6.5. The Proposed Application should support Active-Active configuration.

**7. Database:**

- 7.1. The Bank intends to have application which runs preferably on Oracle Database for which the Bank has full use license.
- 7.2. If the Database is used other than oracle, Bidder to mention the cost separately in the Bill of Material.
- 7.3. The selected Bidder will have to provide complete support for installation, implementation, maintenance etc. during the period of the contract.
- 7.4. The sizing methodology and working will need to be done by the bidder and submit to the Bank as part of technical bid.

**8. Implementation Methodology:**

- 8.1. The selected Bidder should follow a suitable methodology for delivering the requirements of the RFP for the entire contract period. Accordingly, the Bidder should factor for necessary effort and team deployment. The methodology should clearly lay out the overall steps from initiation to closure of this engagement.
- 8.2. The FSD (Functional Requirement Document) would be reviewed by the Bank and the selected bidder is expected to remediate all gaps identified by the Bank.
- 8.3. The methodology should address all stages including development, customization, and Facilities Management services. Each step should detail the input, process and output. The selected Bidder should further provide the deliverables and sign off process for each of the deliverables at various stages. The selected Bidder would need to deploy team for implementation (including Project Manager) onsite at Bank's location (Bangalore) on full time basis.
- 8.4. The selected Bidder must ensure that these resources are on the project on a full time onsite basis during the implementation phase.

**9. Business Process Definition (BPD)/Parameterization:**

- 9.1. The selected bidder is also expected to carry out and document a detailed current assessment for all business activities, and services performed by the Bank to gain understanding of the Bank's existing business and operations.
- 9.2. The selected bidder is expected to help the Bank to parameterize the product and provide valuable inputs at the time of system parameterization based on the current state assessment undertaken by the selected bidder. Also, the core team training conducted by the selected bidder should reflect the understanding of the Bank's current processes as a result of conducting the current assessment.
- 9.3. The selected bidder would be responsible for ensuring that the BPD/Parameterization exercise is as per the plan.

**10. Customization:**

- 10.1. The Selected Bidder has to carry out all the customisations as per the Techno Functional Specification without any additional cost to the Bank.



- 10.2. The Bidder is expected to undertake a detailed current system and procedures assessment for the Solution. The Bidder is expected to document the current state assessment and get the same reviewed and approved by the Bank.
- 10.3. The Bidder is also expected to identify the current state gaps between the procedures and practices followed by the Bank with the Financial Supply Chain Software Solution being implemented and get the same reviewed and approved by the Bank.
- 10.4. The Bidder needs to provide all statutory and regulatory reports as required by the regulatory institutions. The Bank will not pay any additional customization costs either for gaps observed and/or gaps observed for statutory or regulatory reports as required by the Bank.
- 10.5. The Bidder is expected to provide a resolution to all gaps observed during Functional specifications evaluation, Product Demonstration, Current Systems Study, Training, User Acceptance Testing (UAT), Business Process Definition (BPD), Dynamic Change Requests given by Bank and subsequent roll out for all the proposed solutions. The cost of customization should be included in the price bid.
- 10.6. The Bidder will have to ensure that the software provided as part of the Financial Supply Chain Software Solution project meets all the requirements described in detail in the functional and technical requirements and to carry out all customizations or development work as maybe required by the Bank at no additional charge/fees/expenses.
- 10.7. The Bidder will have to provide all the MIS reports as per the requirements of the Bank. For meeting the MIS requirements of the Bank, the Bidder will also need to provide a report generation tool and train the Bank personnel as part of the RFP. The precise scope of the customization and development work to be undertaken by the selected bidder will have to be as per the requirements of the Bank as described in the RFP.
- 10.8. The selected bidder will have to document and submit to the Bank all the testing activities, procedures and results. The selected bidder is required to ensure that the software provides interfaces to the other application systems at the Bank as specified in respective functional specifications as per Techno Functional Specification at no additional cost or fees or charges or expenses.
- 10.9. The selected bidder will have to provide the Bank weekly progress reports on the bugs/problems reported/points taken up with schedule of date of reporting, date of resolving and status for all kind of bugs and problems whether reported by Branch Office /Area Office/Corporate Office or selected bidder staff.
- 10.10. Customizations would be both with respect to the Financial Supply Chain Software Solution and interfaces that the Bank proposes to implement through the selected Bidder.

#### **11. API based Integration to Canara Bank Systems:**

- 11.1. The selected bidder is expected to build integration between the proposed system and other systems like CBS, Data Warehousing etc., under the scope.
- 11.2. The selected bidder would have to make a system study, identify gaps, resolve the same, test all such scenarios and then implement the same into production.

- 11.3. To ensure the tight integration of the system, the selected bidder needs to integrate all the software modules. The selected bidder will be responsible for fault detection and rectification.
- 11.4. The selected bidder is responsible to ensure that the systems are fully functional the way they are expected to operate and behave.

## **12. Testing:**

- 12.1. The Bank proposes to conduct "User Acceptance Testing" ("UAT") of the Solution for the purpose of ensuring that all the functionalities requested for by the Bank are available and are functioning accurately. The UAT would be carried out for the Financial Supply Chain Software Solution proposed by the selected bidder. The detailed test cases along with test data and expected results will be created by the selected bidder and approved by the Bank. The Bank may also add test cases if it identifies any gaps. The Bank shall participate in the UAT along with the bidder; all necessary support needs to be provided by the selected bidder to the Bank.
- 12.2. The selected bidder will convey to the Bank that all the customizations that are required for "Go Live", as agreed upon and signed off by the Bank are completed and the solution is ready for final testing.
- 12.3. The Bank expects the test environment to be available to the Bank at all times, for the purpose of testing.
- 12.4. The Bidder is expected to provide access to the Bank employees to its test and development infrastructure. The Bank plans to use the testing environment throughout the period of the contract.
- 12.5. The Bidder will assist the Bank in conducting all the tests and analyzing/comparing the results. Bidder shall provide adequate full time resources conversant in respective business areas, for trouble-shooting and resolving defects during the entire UAT process.
- 12.6. Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the selected Bidder and the selected bidder will have to resolve them immediately or within the UAT approach and guidelines formulated between the Bidder and the Bank. The resolution timelines will be completely aligned to the project timeline of this RFP.
- 12.7. The selected bidder will be responsible for maintaining appropriate program change control and version control for all the modifications/enhancements carried out during the implementation/testing phase.
- 12.8. The selected bidder will be responsible for providing and updating system & user documentation as per the modifications.

## **13. Training:**

- 13.1. The Selected bidder will be responsible for training the Bank's employees in the areas of parameterization, migration, operations, management, error handling, system administration, etc. The training should at least cover the following areas:
  - 13.1.1. Functionality available in the solution
  - 13.1.2. Product setup and Parameterization
  - 13.1.3. Transaction process flow for all modules

- 13.1.4. Impact analysis
  - 13.1.5. Advanced user training
  - 13.1.6. Techniques of generating various MIS/EIS reports
  - 13.1.7. Using of all the auditing tools being provided
  - 13.1.8. Developing new audit reports/tools in the proposed solution
  - 13.1.9. System and Application administration
  - 13.1.10. Log analysis and monitoring
  - 13.1.11. Database and data dictionary
- 13.2. The training should be for 15 officials for a period of 3 days.
- 13.3. All trainings are to be conducted at Bank premises.
- 13.4. Training infrastructure such as training rooms, projectors, etc. will be provided by the Bank. The selected bidder will be responsible for providing trainers and any requisite training materials to the trainees.
- 13.5. The onus of preparing the training material will be on the selected bidder.
- 13.6. The selected bidder will be expected to deliver to the Bank, one physical copy and one electronic copy of documentation for each of the deliverables and online context-sensitive help module included in the software to enable the Bank's personnel to use and understand the operations of the deliverables. The Bank may make additional copies of the Bank specific documentation for its internal use.
- 13.7. The selected bidder has to ensure that there is online help available for each functional area within the solution post go live of the application for every user of the Bank.

#### **14. Stress Testing & Parallel Run:**

- 14.1. The Bank proposes to conduct "Stress Testing" for the Solution for the purpose of ensuring that all the functionalities requested for by the Bank are available and are functioning accurately. It is up to the Bank if they want to participate in the Stress Testing. If the Bank decides to participate in the Stress Testing along with the selected bidder, all necessary support needs to be provided to the Bank.
- 14.2. The selected bidder will provide following to the Bank:
- 14.2.1. Determine breaking points for the solution
  - 14.2.2. Confirm that intended specifications are being met
  - 14.2.3. Determine modes of failure (how exactly a solution fails)
  - 14.2.4. Test stable operation of a part or solution outside standard usage
- 14.3. Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the selected bidder and the selected bidder will have to resolve them immediately or within the Stress Testing approach and guidelines formulated between the selected bidder and the Bank. The resolution timelines will be completely aligned to the project timeline of this RFP.

**We hereby comply with the Scope of Work mentioned from Point no. 01 to 14 of Annexure 8- Scope of Work.**

Date

Signature with seal  
Name :  
Designation :



**Annexure-13**  
**Manufacturer Authorization Form**

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

No. \_\_\_\_\_ dated \_\_\_\_\_

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

Dear Sir,

**SUB: RFP for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software Solution.**

**Ref: Your RFP 15/2020-21 dated 02/09/2020.**

We \_\_\_\_\_ who are established and reputed manufacturers/original software owner/developer of \_\_\_\_\_ having factories/development facilities at 1) \_\_\_\_\_ and 2) \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

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

We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s ..... for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s ..... fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for total Contract Period.

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

Yours faithfully

(Name)

For and on behalf of

M/s



## Annexure- 14 Bill of Material

**SUB: RFP for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Financial Supply Chain Software Solution.**

**Ref: RFP 15/2020-21 dated 02/09/2020**

### 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.

(The Bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP (including addendums, Corrigendum, if any) in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully implement and maintain the solution for the period of the contract.)

**Table -A**

**Price details for Implementing Financial Supply Chain Software Solution in Canara Bank**

Sl. No.	Requirement Details	Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	AMC/ATS Charge after completion of warranty period of 3 years (Excl. of tax)			Price with Three Years Comprehensive Onsite Warranty and Three Years AMC/ATS after Warranty period (Excl. of tax)	Tax for Column D		Price with Three Years Comprehensive Onsite Warranty and Three Years AMC/ATS after Warranty period (Incl. of tax)
			4 <sup>th</sup> year	5 <sup>th</sup> year	6 <sup>th</sup> year		Tax %	Tax Amt.	
		A	B	C		D=A+B+C	E	F	G=D+F
1.	Cost for Enterprise Version Application Software (Financial Supply Chain Software Solution) including interface and all related licenses.								
2.	Any other related Software including licenses, if any								
3.	One Time Implementation Cost		xx	xx					
4.	Training Cost as per clause 13 of Annexure-8		xx	xx					
5.	<b>Total Cost of the solution (total of column-G of row 1,2,3 &amp; 4)</b>								



**Table-B**  
**Cost for any additional requirements additional customization / enhancement**

Description	Charges Per Man day [Excl. of Tax]	Tax %	Tax Value	Charges Per Man day [Incl. of Tax]	No. of Years	No. of man days#	Total Cost [Incl. of Tax]
	a	b	c	d=(a+c)	e	f	g=(dxexf)
Cost for any additional requirements additional customization/ enhancement					6	50	

**Note:** No. of years & No. of Mandays mentioned in TABLE-B is indicative only. For arriving L1 purpose we have indicated 50 mandays per year for Contract period. However it is to be noted that Bank shall seek manpower for Customization only based on Bank's requirement.

**Table-C**  
**Charges for Onsite Resource/s**

Sl. No.	Description	Charges for one resource Per year [Excl. of Tax]	No. of years	No. of Resources	Charges for resources for 6 years [Excl. of Tax]	Tax %	Tax Value	Charges for resources for 6 years [Incl. of Tax]
		a	B	c	d=axbxc	e	f	g=d+f
1.	Cost of Onsite Resource/s for Canara Bank		6	2				

**Note:** No. of years & No. of Resources mentioned in TABLE-C is indicative only. For arriving L1 purpose we have indicated 2 Onsite Resources per year for Contract period. However it is to be noted that Bank shall seek Onsite Resources only based on Bank's requirement.

**Total Cost for 6 Years Contract Period**

(Amount in Indian Rupees)

Sl. No.	Details	Cost (inclusive of tax)
1.	Total Cost as per Table-A [Total of Column G]	
2.	Cost for any additional requirements additional customization/ enhancement as per Table-B [column g]	
3.	Charges for Onsite Resource as per Table-B [Total of Column g]	
4.	Total Cost of Ownership [Total of 1 and 2 ]	

**Undertaking**

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.



- iv. We agree that the Bank will accept no counter condition/assumption in response to commercial bid. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date:

Signature with seal

Name :

Designation :



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

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

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



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

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

S No	Description	Submitted (Yes/No)
1	Index of all the document submitted with page numbers.	
2	Compliance to the Technical & Functional Requirement of Financial Supply Chain Software Solution as per Annexure-7.	
3	Compliance to the Scope of Work as per Annexure-8.	
4	Undertaking of Authenticity for Supply, Installation, Implementation and Maintenance of Financial Supply Chain Software Solution for Canara Bank as per Annexure-9.	
5	Compliance Statement as per Annexure-10.	
6	Undertaking Letter as per Annexure-11.	
7	Escalation Matrix as per Annexure-12.	
8	Manufacturer Authorization form as per Annexure-13.	
9	Masked bill of Material as per Annexure-14.	
10	Technical Documentation (Product Brochures, leaflets, manuals, drawings).	
11	A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.	
12	Bidder has to provide detailed proposed BOM each line item wise for Solution, Licenses etc., for Six (6) Years as part of Technical Bid.	
13	Bidder has to provide hardware sizing (physical/virtual) as per RFP for the proposed solution.	

## Appendix-C

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

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

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

S No	Description	Submitted (Yes/No)
1	Bill of Material as per Annexure-14.	
2	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).	
3	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible).	



## Appendix-L

### VENDOR RISK ASSESSMENT

**1. NAME AND ADDRESS OF THE VENDOR:**

<b>Regd Office</b>
<b>Correspondence address</b>

**2. Name of the Activity/Project with us:**

**I) COMPANY PARTICULARS:**

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



**II) BUSINESS PARTICULARS OF FIRM:**

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

**III) LEGAL ISSUES AND OBLIGATIONS:**

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

**IV) BUSINESS POSITION:**

1.	Latest Audited Balance sheet submitted	Yes/No
2.	Firm business growth in upward trend (analyse last 3 yrs BS)	Yes/No
3.	Firm profit in upward trend (analyse last 3 yrs BS)	Yes/No
4.	Firm growth position to that of industry is acceptable	Yes/No
5.	Firm is credit rated	Yes/No
	If yes, rating agency & present rating	
6.	Industry position of firm (like gartner listing, etc.,) and whether firm is in better position or best position or not in better position	