

Amendment-2 to "EOI 01/2020-21 dated 21/07/2020 for Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank"

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

a. Bid Details in Brief Description (Serial No. 10 & 11, Page no. 2):

Description	Existing details	Amended details
	Date, Time and Venue	Date, Time and Venue
Last Date and Time for Submission of Bids	<u>12/08/2020, Wednesday upto 3.00 PM</u> Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	<u>25/08/2020, Tuesday upto 3.00 PM (ONLINE)</u> Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Date of Opening of Bid	<u>12/08/2020, Wednesday at 3.30 PM</u> Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 MG Road, Bengaluru 560001.	<u>25/08/2020, Tuesday at 3.30 PM (ONLINE)</u> Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 MG Road, Bengaluru 560001.

Sl. No.	Page No.	Clause No.	Existing	Amended
b.	7	4. Objective	4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in IT consultancy services in <u>PSU/BFSI</u> sector may respond.	4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in IT consultancy services in <u>NBFC/BFSI</u> sector may respond.
c.	12	17. Submission of Bids	Submission of Bids	Submission of Bids through Online Mode is attached.
d.	19	Annexure-2	Covering Letter Format	Amended Covering Letter Format is attached.
e.	22	Annexure-3 Eligibility Criteria Declaration	<u>2. Eligibility Criteria:</u> The Bidder should have national presence with minimum experience of 5 years as on the date of EOI as a technical consultant for advisory services for Information Technology Digitalization Experience in <u>BFSI/PSU</u> . <u>Documents to be submitted</u>	<u>2. Eligibility Criteria:</u> The Bidder should have national presence with minimum experience of 5 years as on the date of EOI as a technical consultant for advisory services for Information Technology Digitalization Experience in <u>BFSI/NBFC</u> . <u>Documents to be submitted along with the EOI</u>





			<p>along with the EOI Experience certificate from <u>BFSI/PSU</u> or Assignment letters/order letters, client references. The order copies / certificates should prove that the consultant has experience of 5 years as on the date of EOI.</p>	<p>Experience certificate from <u>BFSI/NBFC</u> or Assignment letters/order letters, client references. The order copies / certificates should prove that the consultant has experience of 5 years as on the date of EOI.</p>
f.	22	Annexure-3 Eligibility Criteria Declaration	<p>3. Eligibility Criteria: The Bidder should have minimum overall turnover of Rs.300.00 Crores with Rs.15.00 Crores from Consultancy Services for each year for the <u>last three financial years (i.e. 2017-18, 2018-19 and 2019-20)</u>. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted along with the EOI Bidder has to submit Balance Sheet for <u>last 3 Years i.e. 2017-18, 2018-19 and 2019-20 (audited/provisional)</u>. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	<p>3. Eligibility Criteria: The Bidder should have minimum overall turnover of Rs.300.00 Crores with Rs.15.00 Crores from Consultancy Services for each year for the <u>last four financial years (i.e. 2016-17, 2017-18, 2018-19 and 2019-20)</u>. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted along with the EOI Bidder has to submit Balance Sheet for <u>last four Years i.e. 2016-17 (audited), 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional/estimated)</u>. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>



g.	22	Annexure-3 Eligibility Criteria Declaration	<p>5. Eligibility Criteria: The Bidder should be a consultant partner for at least 3 turnkey projects for Information Technology/ Digitalization for BFSI/PSU during the last three years from the date of EOI.</p> <p>Documents to be submitted along with the EOI The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.</p>	<p>5. Eligibility Criteria: The Bidder should be a consultant partner for at least 3 turnkey projects for Information Technology/ Digitalization for BFSI/NBFC during the last three years from the date of EOI.</p> <p>Documents to be submitted along with the EOI The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.</p>
h.	22	Annexure-3 Eligibility Criteria Declaration	<p>6. Eligibility Criteria: The firm should have a pool of at least 10 professionals who have experience in consulting for at least 2 turnkey projects for Information Technology/Digitalization for BFSI/PSU during the last three years from the date of EOI.</p> <p>Documents to be submitted along with the EOI Copy of the certificates mentioned along with the profile of the professionals and letter from Company Secretary that stating they are on payroll of the bidder.</p>	<p>6. Eligibility Criteria: The firm should have a pool of at least 10 professionals who have experience in consulting for at least 2 turnkey projects for Information Technology/Digitalization for BFSI/NBFC during the last three years from the date of EOI.</p> <p>Documents to be submitted along with the EOI Copy of the certificates mentioned along with the profile of the professionals and letter from Company Secretary/HR Head stating that they are on payroll of the bidder.</p>
i.	22	Annexure-3 Eligibility Criteria Declaration	<p>New Clause</p>	<p>Eligibility Criteria: 10. 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: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity</p>



				<p>incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. a natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p> <p>Documents to be submitted: A declaration stating " We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; We 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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All the other Instructions and Terms & Conditions of the above EOI remain unchanged. Please take note of the above Amendments while submitting your response to the subject EOI.

Date: 11/08/2020
Place: Bengaluru

G. S. Srinivas
Deputy General Manager



17. Submission of Bids through Online Mode:

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

17.1.1. Submission of response to EOI along with the required documents by the Bidder.

17.1.2. Opening of Bids by the Bank.

17.1.3. Clarification, if any, sought by the Bank.

17.1.4. On-line evaluation by the Bank.

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

Bidders need to submit the response through online mode at Bank's e-Tendering portal <https://canarabank.abcprocure.com>. Physical submission of Bids will not be accepted.

17.2. Rules for Web Portal Access:

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

17.2.2. E-Tendering will be conducted on a specific web portal with the help of the Service Provider identified by the Bank as detailed in above clause 17.1.

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

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

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

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

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



- 17.2.8. On account of this, the time for the E-Tendering cannot be extended and Bank is not responsible for such eventualities.
- 17.2.9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of E-Tendering irrespective of the cause.
- 17.2.10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the bank, e-tendering website will receive the bids upto the appointed time on the next working day. Extension / advancement of submission date and time will be at the sole discretion of the Bank.
- 17.2.11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

17.3. Information for Online Participation

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

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

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

- 17.3.2.1. Digital Signature Certificate issued by approved certifying authority.
- 17.3.2.2. Hardware token to store the Digital Signature.
- 17.3.2.3. Training to the Vendor/Contractor for participating in the bids through e-tendering Website.
- 17.3.2.4. 24x7, 365 days call center support/ email/ phone/ fax/ chat / mobile etc. in all possible medium.
- 17.3.2.5. Registration with the e-tendering website.
- 17.3.2.6. Bidders/Vendors/Contractors shall be permitted to participate in any other e-tender on the service provider's website for any other organization to whom the services are being provided.
- 17.3.2.7. User Manual/ Training Kit to the Vendor/ Contractor.
- 17.3.2.8. Any no. of users of Vendor/ Contractor organization can take training on the e-tendering system.

17.3.3. Bidders who wish to participate in this tender need to procure Digital Signature Certificate as per Information Technology Act-2000 using that they



can digitally sign their electronic bids. Bidders can procure the same from any or the CCA approved certifying agencies, or they may contact e-Procurement Technologies Ltd. at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid Digital Signature Certificate need not procure the same. In case bidders need any clarification regarding online participation, they can contact,

e-Procurement Technologies Ltd. (abc Procure)

Corporate Office:

B-705 Wall Street-2, Opp-Orient Club,
Nr.Gujarat College, Ellis Bridge, Ahmedabad.

Tel: +91-079-40016802 - 882

Fax: +91-079-40016816/876

Cell: +91-9374519754, +91-9377988119

Email: support@abcprocure.com

Website: <http://www.abcprocure.com>

- 17.3.4. Bidders who wish to participate in e-Tender need to fill data in predefined forms of EOI available in respective tender only.
- 17.3.5. Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents.
- 17.3.6. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.
- 17.4. Bidders satisfying the EOI Clauses, Specific terms and conditions and General terms and conditions specified in this EOI may submit their bid through Bank's e-tendering service provider website <https://canarabank.abcprocure.com> on or before the timeline stipulated. Refer above clause 17.3.3 for E-Tendering Service pre requisite for bid submission. Bids submitted by any other means other than bid submission in e-tendering website will not be accepted by the Bank.

17.5. Submission of Documents:

Now, bidders have the provision to remit Tender Fee and Earnest Money Deposit through online mode to below mentioned account for this EOI:

Account No: 209272431

IFSC Code: CNRB0000007

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

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

17.5.1. Demand Draft/Details of Online payment towards cost of Tender Fee.

17.5.2. Demand Draft /Details of Online payment/Bank Guarantee in lieu of EMD towards EMD.



17.5.3. Acknowledgement issued by e-tendering system for having received the bid through e-tendering system.

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

17.6. The following officials will facilitate in bid related queries.

First Official	Alternate Official
Mr. Atul Senior Manager Canara Bank Procurement Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070	Mr. M Nagendra Kumar Divisional Manager Canara Bank Procurement Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590832



ANNEXURE-2
Amended Covering Letter Format

(Covering Letter has to be submitted in company's letter head)

Offer Reference No:

Date: dd-mm-yyyy

To

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

Dear Sir,

Sub: Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank.

Ref: EOI 01/2020-21 dated 21/07/2020

We have examined the above mentioned tender document including all annexures, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications /amendments, if any, furnished by the Bank and we, the undersigned, offer to get short listed as Consultant for **Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank** with the said EOI.

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

If our offer is accepted, we undertake to participate in the RFP process to consult/advise the Bank in respect of

- A) Providing consultation and PMO for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank.
- B) Conducting a thorough Gap Analysis of the existing IT environment.
- C) Based on the Gap Analysis, guide Bank to prepare Scope and float RFP for Enhancing Digital Customer Experience for the Bank.

We enclose a Demand Draft favouring 'Canara Bank payable at Bengaluru'/Online Transfer Reference Number/Bank Guarantee as per **ANNEXURE-8** for Rs.6,00,000/- as Non-interest Earning refundable deposit/EMD.

We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We enclose a list of Public Sector/ Private Sector Banks / NBFCs / Insurance companies in India and abroad (wherever applicable with sector wise/region wise by giving their full addresses of IT Department) to whom we consulted for **Digital Customer Experience**.

We accept all the Instructions and Terms and Conditions of the subject EOI.





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

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

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our Bid is liable to be rejected.

Date :
Place :

Signature with seal:
Name :
Designation :

