

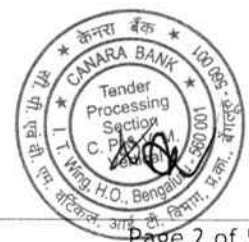
Corrigendum-1 to "EOI 05/2023-24 dated 30/09/2023 for Expression of Interest for Empanelment of Corporate Business Correspondents in Canara Bank."

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

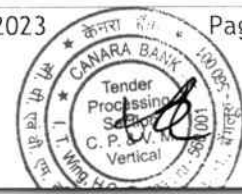
Sl. No.	Page No.	Section/ Annexure/ Appendix of the EOI	Clause No.	Existing	Amended
1.	17	Annexure-1: Other Clauses	Other Clauses: point No 5	Whether ensured that the offer is in sealed envelope and super scribed as Empanelment of Vendors for Expression of Interest for Empanelment of Rental Servers and IT Infra companies in Canara Bank. The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.	Whether ensured that the offer is in sealed envelope and super scribed as <u>Expression of Interest for Empanelment of Corporate Business Correspondents in Canara Bank</u> . The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.
2.	20	Annexure-3 Pre- Qualification Criteria	Clause No:1	<p>The bidder must be:</p> <ul style="list-style-type: none"> • NGOs/ MFIs set up under Societies/ Trust Acts and Section 25 of Companies Act; • Cooperative Societies registered under Mutually Aided Cooperative Societies Acts/ Cooperative Societies Acts of States/ Multi State Cooperative Societies Act; • Post Offices; <p>Companies registered under the Indian Companies Act, 1956/2013 with large and widespread retail outlets, excluding deposit taking Non-Banking Financial Companies (NBFCs), subject to conditions as</p>	<p>The bidder must be:</p> <ul style="list-style-type: none"> • NGOs/ MFIs set up under Societies/ Trust Acts and Section 25 of Companies Act; • Cooperative Societies registered under Mutually Aided Cooperative Societies Acts/ Cooperative Societies Acts of States/ Multi State Cooperative Societies Act; • Post Offices; <p>Companies registered under the Indian Companies Act, 1956/2013 with large and widespread retail outlets, excluding deposit taking Non-Banking Financial Companies (NBFCs), subject to conditions as prescribed by RBI from time to time.</p> <p><u>(Either Parent or Subsidiary Company can participate in the Expression of interest and not both)</u></p>



				prescribed by RBI from time to time.	
3.	20	Annexure-3 Pre-Qualification Criteria	Clause No:2	<p>The entity should possess relevant technology and operational strength for engaging, handholding, training, supporting and monitoring field level agents.</p> <p>Documents to be submitted in compliance with Pre-Qualification Criteria:</p> <p>Copy of the 'Letter of Incorporation/ registration' or any other document. Letter from the Public Sector Bank as per Annexure 14.</p>	<p>The entity should possess relevant technology and operational strength for engaging, handholding, training, supporting and monitoring field level agents.</p> <p>Documents to be submitted in compliance with Pre-Qualification Criteria:</p> <p><u>Self-Declaration on the Company's letter head/ Relevant Document and Letter from the Public Sector Bank as per Annexure 14.</u></p>
4.	21	Annexure-3 Pre-Qualification Criteria	Clause No:6	<p>The memorandum/byelaws/ constitution of bidder's entity should permit to undertake the Corporate Business Correspondent business and services enabled (deposit/ withdrawal/ recovery etc.)</p> <p>Documents to be submitted in compliance with Pre-Qualification Criteria:</p> <p>Copy of certificate of incorporation & Articles of Association or any other relevant document.</p>	<p>The memorandum/byelaws/ constitution of bidder's entity should permit to undertake the Corporate Business Correspondent business and services enabled (deposit/ withdrawal/ recovery etc.)</p> <p>Documents to be submitted in compliance with Pre-Qualification Criteria:</p> <p><u>Relevant document to be submitted.</u></p>



5.	22	Annexure-3 Pre- Qualification Criteria	Clause No:19	Entity should not be a payment bank which is member of NPCI in AePS ecosystem.	<u>The Clause has been removed from Pre-Qualification Criteria.</u>
6.	22	Annexure-3 Pre- Qualification Criteria	Clause No:20	Entity should not own any mobile app in AePS ecosystem.	<u>The Clause has been removed from Pre-Qualification Criteria.</u>
7.	24	Annexure-4 Bidder's profile	Clause:8	Domestic Customer Base (Number of Clients for Where Consultancy Service have been provided in India)	Domestic Customer Base (Number of Clients for <u>Where BC Service have been provided in India</u>)
8.	24	Annexure-4 Bidder's profile	Clause:9	<u>Details of Service Net Work</u> Bengaluru: Mumbai:	<u>Details of Service Net Work</u> (Anywhere on Pan India Basis)
9.	30	Annexure-10 Office Details	NA	Number of Agents	<u>Number of Employees</u>
10.	36	Annexure-12 Scope of Work	Clause 8.Acceptance of Scope of work (Table point:3)	Security deposit for National Level CBCs: Total amount of Rs.30 lakhs of which Rs. 25 lakhs minimum by way of FDR for a minimum period of 4 years (3 years +1-year Claim period) held with Canara Bank and rest in the form of FDR held with Canara Bank or Bank	<u>Security deposit: Total amount of Rs.25 lakhs by way of FDR for a minimum period of 4 years (3 years +1-year Claim period) for initial block of 200 BC agents to be deployed by CBCs. Subsequently, as and when the Corporate BCs deploys additional BC agents (In excess of initial block of 200) security deposit of Rs.10</u>



				<p>Guarantee issued by a Scheduled Commercial Bank as per Annexure-VII for minimum period of 4 years, is to be provided by the Corporate BC. This will be for the initial block of 200 BC agents to be deployed by the Corporate BC. Subsequently, as and when the Corporate BC deploys additional BC Agents (in excess of initial block of 200), Security deposit Rs.10 lakhs of which Rs. 5 lakhs minimum by way of FDR for a minimum period of 4 years (3 years +1-year Claim period) held with Canara Bank and rest in the form of FDR held with Canara Bank or Bank Guarantee issued by Scheduled Commercial Bank for a minimum period of 4 years (3 years +1-year Claim period), to be obtained by the Bank for every additional block of every 200 BC agents is to be provided by Corporate BC.</p>	<p><u>lakhs in the form of Bank guarantee issued by scheduled commercial bank for minimum period of 4 years (3 years+ 1 years claim period) to be obtained for every additional block of 200 BC agents. 50% wavier in the above mentioned security deposit shall be provided to the start ups</u></p>
11.	15	New Clause No:22	New Clause No:22	New Clause	<p><u>Bidder Conformity</u></p> <p>a) <u>Bidder should comply with applicable guidelines issued by RBI on outsourcing of IT services vide master direction note no: RBI/2023_24/102DoS.CO.C SITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.</u></p>



					<p>b) Bidder should to adhere <u>applicable regulatory guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor will be liable to bank for any event of security breach and leakage of data/information.</u></p> <p>c) Bidder should comply with <u>applicable guidelines issued by regulatory bodies on Digital Personal Data Protection Act 2023 and its future amendments and communications.</u></p>
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All other instructions and terms & conditions of the above EOI shall remain unchanged.

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

Date: 19/10/2023
Place: Bengaluru


Deputy General Manager




Sl. No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]
1	Whether Bidder has to submit Declaration as per Annexure-11 in lieu of waiver of Tender fee & EMD?	
2	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?	
3	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials). Erasures/ Overwriting/ Cutting/ Corrections authenticated Certification/ Undertaking is	
4	Whether address of Office on which communication/ order has to be placed is indicated in Annexure-4.	
5	Whether ensured that the offer is in sealed envelope and super scribed as Expression of Interest for Empanelment of Corporate Business Correspondents in Canara Bank . The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.	
6	Whether ensured Indexing of all Documents submitted with page numbers?	

Vendors to verify the above checklist and ensure accuracy of the same before submission of the bid.

Date:

Signature with seal:

Place :

Name:

Designation :

The Authorization letter as per format Annexure-5 is to be carried in person and shall not be placed inside any of the bid covers.	Ensure
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ANNEXURE-3
Pre-Qualification Criteria

[On Firm's / Company's letter head]

SUB: EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS IN CANARA BANK

Ref: EOI 05/2023-24 dated 30/09/2023

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

Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
1.	<p>The bidder must be:</p> <ul style="list-style-type: none"> • NGOs/ MFIs set up under Societies/ Trust Acts and Section 25 of Companies Act; • Cooperative Societies registered under Mutually Aided Cooperative Societies Acts/ Cooperative Societies Acts of States/ Multi State Cooperative Societies Act; • Post Offices; • Companies registered under the Indian Companies Act, 1956/2013 with large and widespread retail outlets, excluding deposit taking Non-Banking Financial Companies (NBFCs), subject to conditions as prescribed by RBI from time to time. <p><u>(Either Parent or Subsidiary Company can participate in the Expression of interest and not both)</u></p>	Copy of the 'Letter of Incorporation/ registration' or any other documentary proof.	
2.	The entity should possess relevant technology and operational strength for engaging, handholding, training, supporting and monitoring field level agents.	<u>Self-Declaration on the Company's letter head/ Relevant Document and Letter from the Public Sector Bank as per Annexure 14.</u>	
3.	Promoters should not feature in any CIC's defaulters list.	Declaration by Applicant/ Promoters	
4.	The entity /promoters/ directors should not be defaulters to any financial institutions in India. The entity should not have been reported	Self -Declaration certified By CA with UDIN.	

	against by any Public Sector Bank to Indian Banks' Association for any malpractice, fraud, poor service, etc.		
5.	The entity should be CBC for at least 2 Public Sector Banks/Regional Rural Banks.	The bidder should submit Satisfactory performance certificate from clients/ copies of purchase order/work order/ reference letter from the clients to this effect.	
6.	The memorandum/byelaws/constitution of bidder's entity should permit to undertake the Corporate Business Correspondent business and services enabled (deposit/ withdrawal/ recovery etc.)	<u>Relevant document to be submitted.</u>	
7.	The Bidder should have positive Net Worth as on 31/03/2022.	The Bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
8.	<p>a) The organization/ office bearers/ members should not have any criminal record.</p> <p>b) The office bearers, directors, etc., of the entity should not be a Director or officer/employee of the Bank or a relative having the same meaning under Section 6 of the Companies Act 1956, and in the case of entities, be owned or controlled by such person(s), wherever felt necessary suitable sworn affidavit may be obtained.</p> <p>c) There must not be any cases pending against the entity like income tax attachment order, notices under NCLT or any other revenue or other Government or quasi-Government authorities, etc.</p> <p>d) The entity should not have been black listed by the Bank or the industry and should not be nonperforming/causing concern etc.</p>	Bidder has to submit Notarized Affidavit to this effect.	



9.	The services of bidder should not have been discontinued by any Bank on account of non-performance/ poor performance.	Undertaking on Company's letterhead in this regard to be submitted by the bidder.	
10.	Applicant should not be under debarment/ blacklist period for breach of contract/ fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ any regulatory body etc., IBA, RBI, TRAI, DOT, PSB, NPCI, UADAI, or regulator of any other country/ State or Central Government or their agencies/ departments on the date of submission of Application for this EOI. In case of merger/ acquisition/ purchase/ takeover, this clause would be applicable to both the organizations. i.e., in case any one of the organizations is blacklisted, then the same would be applicable to both organizations.	The Bidder should submit self-declaration on the Company's letter head to this effect.	
11.	The Service Provider should have GST registration certificate, E.S.I.C., P.F. and applicable Labour Law registration/ Licenses	Copy of PAN/ TAN/ VAT/ Service Tax/GST Registration No. (whichever applicable) in the name of Applicant Compliance/self-certificate along with Photocopies of valid registration certificates /licenses should be furnished along with the application.	
12.	Past/ present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)	Brief details of litigations, disputes, if any are to be given on Company's letter head	
13.	The Applicant should not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order issued by any of the financial institutions as on the date of bid submission	Applicant should specifically confirm on their letter head in this regard	
14.	CBCs should have at least 500 BC locations in PSB/ RRBs	Satisfaction certificate issued by any Public sector Bank and RRBs of satisfactorily working as per Annexure 14	

15.	Experience -min 2 years	Satisfaction certificate issued by any Public sector Bank and RRBs of satisfactorily working as per Annexure 14	
16.	CBCs should have presence in at least 2 states	Satisfaction certificate issued by any Public sector Bank and RRBs of satisfactorily working as per Annexure 14	
17.	CBCs should not have been discontinued by the bank on account of non-performance/poor performance	Self-Declaration in Letter head of the Company/Firm	
18.	Neither the CBCs nor its promoters and directors should be defaulters to any financial institutions in India	Self-Declaration in Letter head of the Company/Firm	

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

Date:

Signature with seal

Place:

Name:

Designation :



ANNEXURE-4

Bidder's Profile

(Bidder's Profile has to be submitted in company's letter head)

Sub: Empanelment of Corporate Business Correspondents in Canara Bank.

Ref: EOI 05/2023-24 dated 30/09/2023

Sl. No.	Particulars	Details
1)	Name of the Bidder	
2)	Constitution	
3)	Date of Establishment/ Incorporation	
4)	Whether in technical collaboration with Foreign Company? If so give details	
5)	Number of Years in the Business	
6)	Address for Correspondence: Registered Office: Corporate Office:	
7)	Single Point of contact for this EOI and upcoming RFP/RFQ Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to Bank)	
8)	Domestic Customer Base (Number of Clients for Where BC Service have been provided in India)	
9)	Details of Service Net Work (Anywhere on Pan India basis)	
10)	PAN number GSTIN <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	

Wherever applicable submit documentary evidence to facilitate verification.

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

Date:
Place :

Signature with seal:
Name:
Designation :



Annexure- 10

Office Details

(Office Details has to be submitted in Company's Letter Head)

Sub: Empanelment of Corporate Business Correspondents in Canara Bank.

Ref: EOI 05/2023-24 dated 30/09/2023

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

Date:
Place :

Signature with seal:
Name:
Designation :

