



REQUEST FOR EXPRESSION OF INTEREST

FOR

EMPANELMENT OF FINTECH COMPANIES IN CANARA BANK

Issued by: Canara Bank,
Centralized Procurement & Vendor Management Vertical,
Information Technology Wing,
1st Floor, Naveen Complex,
14, M G Road,
Bengaluru - 560 001.

Email : dittenders@canarabank.com

Phone No: 080-25590070



Bid Details in Brief Description

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 01/2023-24 dated 19/05/2023
2.	Name of the Wing	Information Technology Wing
3.	Brief Description of the EOI	Expression of Interest for Empanelment of FINTECH Companies for Canara Bank
4.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, Centralized Procurement & Vendor Management Vertical, IT Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001 Tel - 080-25590070, 25584033 Fax- 080-25596539 Email: dittenders@canarabank.com Senior Manager, Centralized Procurement & Vendor Management Vertical
5.	Date of Issue of EOI	19/05/2023, Friday
6.	Earnest Money Deposit (Refundable)	Rs.10,000/-
7.	Last Date and Time for Submission of Queries for Pre Bid Meeting	26/05/2023, Friday, 3.00 PM
8.	Date of Pre Bid Meeting	29/05/2023, Monday, 3.00 PM
9.	Last Date and Time for Submission of Bids	20/06/2023, Tuesday, 3.00 PM
10.	Date of Opening of Bid	20/06/2023, Tuesday, 3.30 PM
11.	Venue for Prebid Meeting and Bid Opening	i. Pre-bid meeting will be held on 29/05/2023, Monday, 3.00 PM Venue: Pre Bid meeting will be held Online (through Microsoft Teams) and participants are requested to attend the meeting Online. 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 dittenders@canarabank.com . (Physical copy should be submitted at later date) Upon perusal of the same the link / meeting id will be shared to the participant to participate in the meeting (Microsoft Teams). ii. Pre bid queries should be submitted as



		<p>per Appendix-D.</p> <p>iii. Pre-bid Queries should be sent to E-mail dittenders@canarabank.com and must reach us on or before 13/06/2023, Tuesday at 3.00 pm. Subject of the email should be given as "Pre Bid Queries for EOI 01/2023-24 dated 19/05/2023". Queries reaching afterwards will not be entertained.</p>
<p>This document can be downloaded from following websites and https://www.canarabank.com/User_page.aspx?cid=110 and https://eprocure.gov.in/epublish/app.</p> <p>Any amendments, modifications, Prebid replies and any communication etc., will be uploaded in the Bank's website only (i.e., https://www.canarabank.com/User_page.aspx?cid=110).</p> <p>No individual communication will be sent to the bidders.</p>		



Disclaimer

The information contained in this Expression of Interest ("EOI") 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 EOI document and all other terms and conditions subject to which such information is provided. This EOI 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 EOI is to provide the Bidders with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each Bidder require. 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 EOI. 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 EOI. The information contained in the EOI document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the EOI 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 EOI and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website https://canarabank.com/User_page.aspx?cid=110 and it will become part and parcel of EOI.

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

No person of the Bank or the Contractors, vendors and third parties shall violate the Social Media Policy of the Bank. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time and Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures on the part of personnel of the Bank or Contractors, Vendors and third parties shall be construed as violation of Social Media Policy.



Abbreviations used in this Document

Sl.No.	Abbreviation	Description
1.	BG	Bank Guarantee
2.	DD	Demand Draft
3.	DIT	Department of Information Technology
4.	EMD	Earnest Money Deposit
5.	GST	Goods and Service Tax
6.	HO	Head Office
7.	LD	Liquidated Damage
8.	MSME	Micro Small & Medium Enterprises
9.	NEFT	National Electronic Funds Transfer
10.	NI Act	Negotiable Instruments Act
11.	OEM	Original Equipment Manufacturer
12.	OS	Operating System
13.	PAN	Permanent Account Number
14.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
15.	RFQ	Request for Quotation
16.	RTGS	Real Time Gross Settlement
17.	LAN	Local Area Network
18.	MTBF	Meantime Between Failure
19.	MTTR	Meantime to Restore



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1. About Canara Bank

- 1.1. CANARA BANK is a third 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 10,405 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Moscow, Shanghai, Dubai, Tanzania, UAE 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.
- 1.1. 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 context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.
- 2.2. 'EOI' means this Expression of Interest for Empanelment of FINTECH Companies in Canara Bank.
- 2.3. The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.
- 2.4. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.5. 'Proposal' means that Technical proposal including any documents submitted by the bidder as per the formats prescribed in the RFP/EOI.
- 2.6. 'Digital Journeys' means a process which improves banking functions through active journey by digitalization of existing /new process. The following but not limited to are examples: Lead management, customer onboarding, usage of Bots to reduce manual work, application submission, KYC checks, credit decisioning, underwriting, recommendation engine, document management, disbursement, MIS, etc. through digital mode.

3. About EOI

The EOI document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to compliance to selection process and appropriate documentation being agreed between the bank and selected vendors as identified by the bank after completion of the selection process.



4. Objective

- 4.1. Canara Bank invites application from reputed Bidders to submit their "Expression of Interest" who fulfills the eligibility criteria as given below for Empanelment of FINTECH Companies in Canara Bank.
- 4.2. The bank is looking for new age FINTECH companies that can support Bank's "Digital Journeys" and being the Digital First Bank in various areas of Banking Operations.

5. Eligibility Criteria

- 5.1. Interested bidders, who are capable to deliver the Technology as mentioned in the present EOI document and meet the eligibility Criteria as per Annexure-3, may respond.
- 5.2. Non-compliance to any of the 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 criteria evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Compliance". Any credential detail mentioned in "eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.
- 5.3. Canara Bank, reserves the right to verify/evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

6. Scope of Empanelment:

- 6.1. Empanelment would be for **THREE YEARS**. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard. Bank may at its discretion review and refloat the EOI as and when required.
- 6.2. Please refer Annexure-12 for detailed scope of work.

7. Empanelment Procedure

The FINTECH companies shall be empanelled as per the following process:

- 7.1. FINTECHs satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder.
- 7.2. Bank reserves the right to accept / reject any or all Expression of Interest (EOI) received in response to this advertisement without assigning any reasons, whatsoever.

8. De-empanelment of bidders

- 8.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.
- 8.2. Bank should retain with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its tendering process where the



Bank has authentic information the bidder has been debarred/black listed from participating in the tendering process by an international organization or by a local organization on ground of fraud or corruption or for some other reason which, in the opinion of the Bank is not compatible with its procurement/FinTech policy and ethical standard.

- 8.3. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the Bank reserves the right to remove such Bidders from the empanelled list without giving any notice to the vendor in advance.

9. Pre-Bid Queries

- 9.1. The bidder should carefully examine and understand the scope, terms and conditions of EOI and may seek clarifications, if required. The bidders in all such cases seek clarification in writing in the same serial order of that of the EOI by mentioning the relevant page number and clause number of the EOI.
- 9.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Canara Bank, DIT Wing, HO(Annexe), 14, M G Road, Bengaluru - 560 001 or as specified in bid schedule before due date & time.
- 9.3. No queries will be entertained from the bidders after the above date and time.
- 9.4. No oral or individual consultation shall be entertained.
- 9.5. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.

10. Pre-Bid meeting

- 10.1. A pre-bid meeting of the intending bidders will be held as scheduled in Bid schedule to clarify any point/doubt raised by them in respect of this EOI.

No separate communication will be sent for this meeting. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow a maximum of TWO (2) representatives from each Bidder to participate in the pre-bid meeting.

- 10.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 10.3. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and



any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the EOI and it will be binding on the bidders.

- 10.4. Non receipt of reply to the queries raised by any of the Bidders shall not be accepted as a valid reason for non-submission of Bid. In addition, non-reply to any query may not be deemed the version of the Bidder as reflected in the query has been accepted by the Bank.

11. Amendment to EOI

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

12. Preparation of Bids

- 12.1. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structured format as per the checklist appended.
- 12.2. All pages of EOI should be stamped and signed by Authorized Signatory of the Bidder. All pages of the bid document should be serially numbered and shall be signed by the authorized person/s only. The person/s signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of Board Resolution or power of attorney document showing that the signatory has been duly authorized to sign the bid document.
- 12.3. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per ANNEXURE-3.
- 12.4. Bidders can also submit the EMD with Account Payee Demand Draft in favour of Procurement Group payable at Bangalore.
- 12.5. Bidder has to submit scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
- 12.6. Bidders can also submit the EMD with Payment online through RTGS / internet banking to the following:

Beneficiary name: Procurement Group DIT Wing Head Office

Account No.:0792201002351

IFSC Code: CNRB0000792



Bank Name: Canara Bank

Branch address: Trinity Circle Bangalore.

- 12.7. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to send scanned copy / proof of the Online Payment Transfer along with bid.

13. Erasures or Alterations

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

14. Submission of Bids

- 14.1. The sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "Expression of Interest for Empanelment of FINTECH Companies in Canara Bank in response to EOI 01/2023-24 dated 19/05/2023" The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The EOI response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in Bid Schedule.
- 14.2. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.
- 14.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.
- 14.4. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 14.5. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. Prabhakar Nayak Senior Manager Canara Bank CP & VM Vertical, IT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070	Mr. Nagendra Kumar M Divisional Manager Canara Bank CP & VM Vertical, IT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590832



- 14.6. In case the bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above-mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated above.
- 14.7. The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

15. Bid Opening

- 15.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per Bid Schedule.

Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this EOI, as per the format (ANNEXURE-5) enclosed and sign in Register of Attendance during opening of EOI.

Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers

- 15.2. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue of opening, it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the EOI in their absence.
- 15.3. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

16. Evaluation of EOI

- 16.1. The Bank will evaluate the bid/s submitted by the bidder/s under this EOI by the officers of the bank. The Bank may engage an external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time.
- 16.2. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of EOI, whether the documents have been properly signed and whether items are offered as per EOI requirements, whether technical documentation as required to evaluate the offer has been submitted. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. 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.
- 16.3. EOI submitted by the bidder will be evaluated based on the format mentioned in ANNEXURE-1. Bidders who will qualify from Eligibility Criteria Evaluation will be empanelled. Period of empanelment will be decided by the Bank. The short listed applicants will be notified in due course. Only shortlisted applicants will



be invited to participate in the tender/RFP. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

17. Clarifications of Offers

- 17.1. 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 request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.
- 17.2. The Bank may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less on the same footing by seeking incremental bid submission in part of the requested clarification by the Bank OR Revised submissions of the entire bid in the whole.
- 17.3. 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 EOI, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 17.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

18. Modification/Cancellation of EOI

- 18.1. The EOI is not an offer by Canara Bank but an invitation to get the response from the interested bidders for short listing the bidders for Bank's requirements. No contractual obligations whatsoever shall arise from the Expression of Interest process.
- 18.2. The Bank reserves the right to cancel EOI process at any time, without thereby incurring any liabilities to the affected bidder[s]. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following:
 - a) Services contemplated are no longer required.
 - b) Change in the scope of work or due to unforeseen circumstances and/or factors and or/or new developments.
 - c) The project is not the in the best interest of the Bank.
 - d) Any other reason.
- 18.3. The Bank also reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

19. Responsibility for completeness

- 19.1. The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, or other information submitted by him irrespective of whether these



have been approved, reviewed or otherwise accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omissions in the bid and other information as mention above within the time schedule.

- 19.2. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of Canara Bank.
- 19.3. The Bank reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after the award of contract.

20. Intimation to the selected Bidders

The Bank will prepare the list of Bidders on the basis of evaluation. The short listed applicants (empanelled bidders/vendors) will be notified on the Bank's website (www.canarabank.com)/Notice Board. No separate intimation will be sent to individual Bidders.

21. Issuance of limited RFP/RFQ

- 21.1. The Bank reserves the right to issue limited RFP/RFQ based on the responses and the requirement of the Bank.
- 21.2. Only shortlisted applicants will be invited to participate in the limited RFP/RFQ Process. The shortlisted applicants will be provided with limited RFP/RFQ documents through E-mail or hand delivery. The vendors are required to respond accordingly.
- 21.3. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
- 21.4. Canara Bank reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.
- 21.5. The Bank reserves the right to avail services independently on its own without reference to shortlisted bidders of EOI.

22. Independent External Monitors:

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

Sri. Rakesh Jain Email: rakeshjain18@hotmail.com	Sri. D R S Chaudhary Email: dilip.chaudhary@gmail.com
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ASSISTANT GENERAL MANAGER



ANNEXURE-1

CHECKLIST

The bidder shall confirm whether following are submitted in their EOI/ bid. The bidder shall indicate the page no. where the details are furnished; otherwise, bid is liable for rejection.

Sl No	Details	Reference/ Clause Nos	Complied & Submitted (Yes/No)	Page No. at which details are enclosed
1.	Covering Letter.	Annexure-2		
2.	Bidder's Profile.	Annexure-4		
3.	The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.	Annexure-3		
4.	Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the bid document should be furnished along with the bid document.	Clause No. 12.2		
5.	List of major clients and the quantum of orders with approximate value executed to various organizations including BFSI, PSU, PSBs, IT Industry , Central/State Govt Depts. And Listed Companies for the last 3 years.	Annexure -6		
6.	Compliance Statement	Annexure-7		
7.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	Annexure -5		
8.	Non-Disclosure Agreement	Annexure -8		
9.	Service Support Details	Annexure -9		
10.	Support Location Details	Annexure-10		
11.	Tender fee and bid security declaration	Annexure-11		
12.	Scope of Work	Annexure-12		
13.	Self-certification of the bidder towards Local Content	Annexure-13		

Note: Failure to produce the necessary proof may render the applicant in-eligible for empanelment.



No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]
1	Whether Bidder has to submitted 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 authenticated?	
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 superscribed as Empanelment of Vendors for empanelment of FINTECH 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.	
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 :
Place :

Signature with seal:
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
Eligibility Criteria Declaration

(Eligibility Criteria Declaration has to be submitted in Company's letter head)

Sub: Empanelment of FINTECH Companies in Canara Bank.

Ref: EOI 01/2023-24 dated 19/05/2023

@@@

We have carefully gone through the contents of the above referred EOI and furnish the following information relating to Eligibility Criteria.

Sl. No.	Eligibility Criteria	Bidders responses	Bidders responses and Documents to be submitted
1.	<p>The Company operating should be legally compliant company and can be:</p> <p>a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR)</p> <p>b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR)</p> <p>c. Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.</p>	<p>Copy of Certificate of LLP registration.</p> <p style="text-align: center;">(OR)</p> <p>Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. (OR)</p> <p>Copy of Certificate of registration under shops and commercial Establishments Act.</p>	
2.	<p>The Bidder has to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.</p>	<p>Letter of confirmation (self-certified letter signed by authorized official of the bidder)</p>	
3.	<p>Non-disclosure agreement</p>	<p>Non-Disclosure agreement (as per ANNEXURE-8) to be submitted by the bidder.</p>	
4.	<p>The bidder should have support office in Bengaluru.</p>	<p>Bidder has to provide service support office details as per Annexure-9.</p>	
5	<p>The bidders who had already participated vide our EOI 04/2022-</p>	<p>Letter of confirmation (self-certified letter signed by authorized official</p>	



23 dated 06/02/2023 need not apply now again.	of the bidder)	
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Apart from above mentioned eligibility criteria, the following criteria is also envisaged for the Start-ups and FINTECH companies:

1. Eligibility Criteria For Start-up

As per the eligibility criteria stipulated by DPIIT (Department for Promotion of Industry and Internal Trade) for the entities to qualify as a Start-up.

- a) It should be an Indian firm/company.
- b) It is incorporated as a private limited company (as defined in the Companies Act, 2013) or registered as a partnership firm (registered under section 59 of the Partnership Act, 1932) or a limited liability partnership (under the Limited Liability Partnership Act, 2008) in India.
- c) The company/firm must neither be a foreign company nor a subsidiary of any foreign or Indian company.
- d) It should not be formed by splitting up or reconstructing any existing business/company.
- e) It should have obtained the "Certificate of Recognition" as a 'Start-up' from the Ministry of Commerce and Industry (Department of Industrial Policy and Promotion) either as per Notification Number G.S.R. 180 (E) dated 17th February, 2016 or G.S.R. 501(E) dated 23rd May, 2017, or G.S.R 127 (E) dated 19/02/2019 OR it should be in the process of applying for the same, and will submit the certificate before the formal engagement with the bank.
- f) The firm/company should be a 'Start-up' as on date of signing the contract with the bank while engaging for any product/service/solution from them.
- g) Start-up is either working towards innovation, development or improvement of products or processes or services or provide solutions that can further the financial inclusion in a significant way, or it is a scalable business model with a potential of generating employment.
- h) It should not be older than 10 years from the date of its incorporation/registration.
- i) The turnover of the firm/company should not have been greater than Rs.100 crore in any of the years of its operations.

2. Eligibility Criteria For Agencies/FinTech (Other Than Start-up)

- a) The eligibility criteria for a FinTech company to operate and offer its services may vary, based on the specific technology domain it operates in.



ANNEXURE-2
Covering Letter Format

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

Offer Reference No:

Date: 19-05-2023

To

The Deputy General Manager,
Canara Bank,
Centralized procurement and vendor Management Vertical,
IT, Naveen Complex, 14 M G Road,
Bengaluru - 560 001, Karnataka

Dear Sir,

Sub: Empanelment of FINTECH Companies in Canara Bank.

Ref: EOI 01/2023-24 dated 19/05/2023.

@@@

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 empaneled FINTECH Company.

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 limited RFP/RFQ process to provide the selected technologies for which requirement arises in the Bank.

We agree to abide by and fulfill all the terms and conditions and scope of work as defined in 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 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.

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

We confirm that we have noted the contents of the 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 hereby undertake that we have not been blacklisted/debarred by any Scheduled Commercial Banks/Public Sector Undertakings/Government Entities in India as on date. 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 :



and the regulatory framework applicable to it. Some general eligibility criteria that may apply to FinTech companies may include but not limited to :

- b) The firm should have proven track record of successful collaboration and implementation of use cases with scheduled commercial banks or BFSI in India or globally.
- c) It should be a company either incorporated and registered in India. Further, financial Institutions constituted under statute of India would be eligible.
- d) The conduct of Bank accounts of the entity as well as its promoter/directors should be satisfactory.
- e) Further, the vendor should not have been debarred /blacklisted by any Indian/Foreign BFSI, Scheduled Commercial Banks, Regulatory Authorities, Central/state Government departments/agencies, Public Sector Undertakings at the time of application. The firm has to provide a suitable declaration to this effect.

3. Other Common Criteria

- a) Companies need to sign all agreements as per Bank's prescribed format wherever applicable

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 :
Place :

Signature with seal:
Name :
Designation :



ANNEXURE-4

Bidder's Profile

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

Sub: Empanelment of FINTECH companies in Canara bank.

Ref: EOI 01/2023-24 dated 19/05/2023.

@@@

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 Consultancy Service have been provided in India)	
9)	<u>Details of Service Net Work</u> Bengaluru: Mumbai:	
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-5

Authorization Letter Format

(Authorization Letter Format has to be submitted in Company's Letter Head)

The Deputy General Manager
Canara Bank,
Centralized procurement and vendor Management Vertical,
IT Wing
Naveen complex, 14 MG Road
Bengaluru - 560 001

Date: _____

Dear Sir,

Sub: Empanelment of FINTECH Companies in Canara Bank.

Ref: EOI 01/2023-24 dated 19/05/2023.

@@@

This has reference to your above EOI for Empanelment of FINTECH Companies in Canara Bank

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

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

Place:



ANNEXURE-6

List of Major Customers of the Bidder in Last 3 Years and References

Sub: Empanelment of FINTECH Companies in Canara Bank.

Ref: EOI 01/2023-24 dated 19/05/2023.

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description of the business during last 3 years/orders Order No. & date value etc.	Documentary Proof like Satisfactory Letter from customer to be Enclosed or Purchase Order copies to be enclosed
1	2	3	4	6

(Enclose necessary documentary proof)

Date :

Place :

Signature with seal:

Name :

Designation :



ANNEXURE-7
Compliance Statement

(Compliance Statement has to submitted in Company's Letter Head)

The Deputy General Manager
Canara Bank,
Centralized procurement and vendor Management Vertical
IT Wing
Naveen complex, 14 MG Road
Bengaluru - 560 001

Date: _____

Dear Sir,

Sub: Empanelment of FINTECH Companies in Canara Bank.

Ref: EOI 01/2023-24 dated 19/05/2023.

@@@

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

Sl. No.	Description	Complied Yes/No
1	Scope of Empanelment	
2	Empanelment Procedure	
3	EOI document	

We also undertake that we are complying with the prevailing guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labour laws, from time to time for the resources deployed for **Empanelment of FINTECH Companies in Canara Bank.**

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 tender is liable to be rejected.

Date :
Place :

Signature with seal:
Name :
Designation :



ANNEXURE -8

Non-Disclosure Agreement

(To be given on the Company's Letter Head)

WHEREAS, we, _____,
having Registered Office at _____, hereinafter referred
to as the Bidder, are agreeable to provide IT Infrastructure services to Canara Bank,
having its office at 14,Naveen complex, HO(annex), M.G Road Bengaluru -560001
hereinafter referred to as the BANK and,

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

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

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

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

Date :

Place :

Signature with seal:

Name :

Designation :



ANNEXURE-9
Service Support Details

SUB: Empanelment of FINTECH Companies in Canara Bank.

Ref: EOI 01/2023-24 dated 19/05/2023.

Sl. No.	Location	Postal Address	Contact Details (including Name of In charge and his contact no. email etc.)	Service Facilities Available (Describe)	No. of Engineers	Jurisdiction
1	Bidders Office Details					
2						

Date :
Place :

Signature with seal:
Name :
Designation :



ANNEXURE-10

Support Location Details

Sub: Empanelment of FINTECH Companies in Canara Bank.

Ref: EOI 01/2023-24 dated 19/05/2023.

Sino	Particulars	Details
1.	Company Name	
2.	Promoters Name	
3.	Funded By	
4.	Director/s Name	
5.	Date of Incorporation	
6.	Employee Strength	
7.	Specialization Area	
8.	Technology Stack Used/proposed	
9.	Implementation References (India/Abroad separately)	
10.	Implementation Experience (On- Premises / Cloud)	
11.	What value addition you may bring to Canara Bank as a technology partner	

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-11
TENDER FEE AND BID SECURITY DECLARATION
(TO BE PROVIDED ON LETTER HEAD)

To,
The Deputy General Manager,
Canara Bank,
Centralized procurement and vendor Management Vertical
IT Wing, Head Office,
Naveen Complex, 14 M G Road

Sub: Empanelment of FINTECH Companies in Canara Bank.

Ref: EOI 01/2023-24 dated 19/05/2023.

Dear Sir

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

Date :
Place :

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



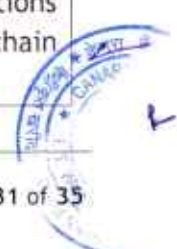
ANNEXURE-12

Scope of Work

The scope of work should include but not limited to the following:

1. Through this Expression of Interest (EOI), Bank envisages to empanel Fintechs for various requirements of the Bank. Limited tender option will be used for selecting vendor from empanelled Fintechs. This empanelment shall be based on the requirements of the Bank and availability of such experience and expertise with the bidder.
2. Bidder can apply under multiple segment as mentioned in Point 4 below, provided they support the Technology.
3. The scope shall involve study, design, development, integration, testing and implementation of software. Scope of work of the empaneled software vendors will include application development in the different areas which would include customization of a product / solution in terms of adding new functionalities / changes, integration of new modules in an existing product / solution or Developing a new software solution or related activities like database support etc.
4. The Bank invites the bidders for new development using latest technology and other IT Services from time to time based on its requirements. An indicative list of the requirements is detailed below:

Indicative Segment	Probable Use Cases
Development & Integration of Digital Journeys (Liability & Asset)	<p>End to end digital journeys for retail, MSME, Agri Loan and Deposit products including bundled products with value added services such as integration for tax and compliance matters (IT, GST, etc.)</p> <p>The usage of BOTs to reduce the manual data entry or new ideas to reduce manual work is preferable in Customer On-boarding.</p> <p>Eg:- Usage of Bots for</p> <ol style="list-style-type: none">1. data entry from the customers KYC or any other readable document2. Accessing the services like IT, GST, MCA/NSDL data bases, CIC reports etc3. Analyzing the Business Rule Engines as per Bank's desertion4. Any other services where human touch can be avoided <p>Underwriting or authorisation should be enabled for the authorisers/checkers/loan or CASA officers at identified locations</p>
Digital Payment Solutions	Digital Wallet, Customized Merchant Payments, Merchant Acquisitions, Onboarding, etc.
Payment & Lending with Blockchain as underlying technology	Warehouse Financing, Trade Finance & other solutions suitable for Financial sector using blockchain technology



Digital TSR & Valuation	Digitization of mortgage title search report, valuation system, tagging the geolocation of the mortgaged property etc.
Relationship Banking	Assess customer banking needs, cross-selling potentials, drop-off probability
Marketplace & Advisory Services	Enable bank to build in-house marketplaces for sale and purchase of vehicles, properties, commercial and agricultural equipment, agri-commodities, health services , assessing due-diligence of partners and also provide advisory services to customers.
Embedded Finance	Integrate bank's financial services into a traditionally non-financial service platforms such as e-commerce, CRMs, online marketplaces, payment gateways, etc. like EMI, BNPL based products, etc
Biometric enabled banking services	Enable bank to leverage biometric/non-touch based biometric/IRIS/face recognition data of customers for KYC, Payments, through various devices, etc.
Augmented Reality / Virtual Reality	AR/VR based banking services at Digital branches Eg: Usage of Metaverse in Banking with use cases which benefit banking operations/internal trainings.
Internet of Things	IoT-based beacons and devices to assess customer coming to ATMs and branches and notify customers on their phones about key products they could avail even before contacting a branch employee
Any other Unique Solution	API Management tools, Merchant Aggregator, Account Aggregator, Aggregator platforms, Video-KYC Solutions, Digital Marketing Solutions, etc and any use case suitable for Financial Services. Usage a small hardware items like Debit Card/cheque book printing devices with advance technologies, Devices with software to scan a cheque and withdrawal/credit slips and verify the account , customer signature etc thru AI and provide first hand verification to counter staff, Note counting machine with serial number and denomination wise reports for EOD tallying or any new technologies which can be used at branches to ease the customer handling effectively.
Testing and Quality Assurance	Bank shall leverage Resources/Tools for conducting testing and quality assurance on in-house or vendor supplied products /applications on T&M basis.

Note : The Above mentioned list is indicative only. Bank may float closed RFP under any other use case as and when requirement arises.



2. In House Development:

- a) For the applications developed as per the requirement of the Bank by the empaneled bidder, Bank shall own the Intellectual Property Rights
- b) The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application / customizations and subsequent upgrades, if any.
- c) The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application / customizations and subsequent upgrades, if any.
- d) In case of any change/modification in Source Code, All necessary functional and technical documentation (Technical specifications, Integration specifications, Application architecture/design, Integration architecture / design, Test Cases documentation for CIT / SIT / UAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered along with source code.
- e) The software development will be carried out as per standard software development process and taking into consideration best practices followed worldwide.
- f) The software developed should be compatible with the current infrastructure of the Bank and should be forward compatible.
- g) The vendor shall undertake to provide appropriate on-site resource as well as other resources required as per Bank's requirement, to execute the various tasks assigned as part of the project, from time to time.
- h) The Bank may decide to have mixed set of in-house and Vendor's resources for sustainable good quality of software development and Vendor should be agreeable to work under this setup and should agree to transfer necessary knowledge and skills to Bank personnel such as - Functional Specifications, Technical specifications, Integration specifications, Application architecture / design, Integration architecture / design, Test Cases document (for CIT / SIT & UAT), Deployment guide on infrastructure servers and release notes are mandatory deliverables apart from Source code & Build guides.
- i) For products already developed, for which the empaneled vendor holds the IPR, Bank may purchase the IPR/ purchase perpetual licenses/ purchase subscription or implement escrow arrangement within the overall project outlay specified as per the prevailing policy of the Bank
- j) The product may be deployed on either CAPEX or OPEX Model based on the requirements of the Bank.
- k) The entity must ensure to comply with the existing regulations/laws on consumer data protection and privacy.
- l) There should be adequate safeguards built in its IT systems to ensure that it is protected against unauthorized access, alteration, destruction and disclosure. Selected Bidders should submit the latest certifications before empanelment as applicable to this effect.



m) The solution offered by the company should not violate any Intellectual Property Rights. The bidder is solely responsible for any violation of intellectual Property Rights.

We hereby confirm that the points mentioned above in the Scope of work without any deviation.

Date :
Place :

Signature with seal:
Name :
Designation :



Annexure-13

Self certification of the bidder towards Local Content

To,
The Deputy General Manager,
Canara Bank,
Centralized procurement and vendor Management Vertical,
IT Wing, Head Office,
Naveen Complex, 14 M G Road

Sub: Self certification on the hardware/software/solution/services offered meets the local content requirement for 'Class-I local supplier'/ 'Class-II local supplier'.

Ref : EOI 01/2023-24 dated 19/05/2023.

Dear Sir/Madam,

1. We, M/s _____ (Name of Bidder) certify that offered _____ <details of hardware/software/solution/services> is having the local content of _____ % and meets the local content requirement of 'Class-I local supplier'/ 'Class-II local supplier' for the above referred tender.

2. The details of locations at which the local value additions are made as follows:

Sl. No.	Location (complete address with contact details)	Item Particulars	% of local value addition

3. We, M/s _____ (Name of Bidder) confirm that we have submitted this certificate after reading the office memorandum ref no. P-45021/102/2019-BE-II-Part(1) (E-50310) dated 04/03/2021 on 'Clarification for local content calculation PPP-Mil Order - reg' of Public Procurement Section, Department of Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Government of India.

Place:
of Bidder]
Date:

[Signature of Authorized Signatory

Name:
Designation:
Seal

