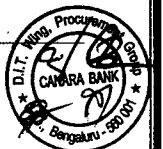


**REQUEST FOR EXPRESSION OF INTEREST**

**FOR**

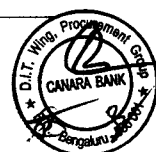
**“EMPANELMENT OF CONSULTANTS FOR SETTING UP CENTER FOR DIGITAL  
CUSTOMER EXPERIENCE (C-DiCE) IN CANARA BANK”**

Issued by: Canara Bank,  
Procurement Group,  
Department of Information Technology Wing,  
1st Floor, Naveen Complex,  
14, M G Road,  
Bengaluru - 560 001.  
Ph: 080-25590070  
Email id: hoditapm@canarabank.com



**Bid Details in Brief Description**

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 01/2020-21 dated 21/07/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the EOI	Request for Expression of Interest for Empanelment of Consultants for setting up Center for Digital Customer Experience (C-DiCE) in Canara Bank
4.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, Procurement Group, DIT Wing, 1 <sup>st</sup> Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001
		Senior Manager, Procurement Group Tel - 080-25590070, 25584873 Fax- 080-25596539 Email: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a>
5.	Date of Issue of EOI	21/07/2020, Tuesday
6.	Tender Fee (Non Refundable)	Rs.2,360 /- (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.6,00,000 /-
8.	Last Date and Time for Submission of Queries for Pre Bid Meeting	28/07/2020, Tuesday, 3.00 PM
9.	Date of Pre Bid Meeting	30/07/2020, Thursday, 3.30 PM
10.	Last Date and Time for Submission of Bids	12/08/2020, Wednesday up to 3.00 PM
11.	Date of Opening of Bid	12/08/2020, Wednesday at 3.30 PM
12.	Venue for Prebid Meeting and Bid Opening	Canara Bank, DIT Wing, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bengaluru - 560001.
<p>This document can be downloaded from following websites <a href="https://canarabank.com/User_page.aspx?cid=110">https://canarabank.com/User_page.aspx?cid=110</a> and <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>. In that event, the bidders should pay the Tender Fee for EOI document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru and submit the same along with the EOI.</p> <p>Any amendments, modifications, Prebid replies and any communication etc., will be uploaded in the Bank's website only (i.e., <a href="https://canarabank.com/User_page.aspx?cid=110">https://canarabank.com/User_page.aspx?cid=110</a>). No individual communication will be sent to the bidders.</p>		



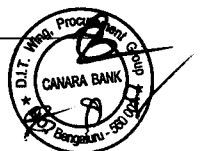
**DISCLAIMER**

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 ([www.canarabank.com](http://www.canarabank.com)) and it will become part and parcel of EOI.

The information provided by the bidders in response to this EOI Document will become the property of the Bank and will not be returned. This EOI document prepared by Canara Bank should not be reused or copied or used either partially or fully in any form.

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.



**ABBREVIATIONS USED IN THIS DOCUMENT**

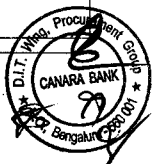
Sl. No.	Abbreviation	Description
1.	CBS	Core Banking Solution
2.	CVC	Central Vigilance Commission
3.	DC	Data Center
4.	DD	Demand Draft
5.	DIT	Department of Information Technology
6.	DRC	Disaster Recovery Center
7.	EOI	Expression of Interest
8.	IFSC	Indian Financial System Code
9.	IT	Information Technology
10.	NEFT	National Electronic Fund Transfer
11.	NI ACT	Negotiable Instrument Act
12.	PAN	Permanent Account Number
13.	PMO	Project Management Office
14.	RFP	Request for Proposal
15.	RTGS	Real Time Gross Settlement



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Sl. No	Details	Sl. No	Details
1.	About Canara Bank	16.	Erasures or Alterations
2.	Definitions	17.	Submission of Bids
3.	About EOI	18.	Bid Opening
4.	Objective	19.	Evaluation of EOI
5.	Eligibility Criteria	20.	Clarifications of Offers
6.	Tender Fee & EMD	21.	Modification/Cancellation of EOI
7.	Scope of Empanelment	22.	Responsibility for Completeness
8.	Empanelment Procedure	23.	Intimation to successful Bidders
9.	De-empanelment of Bidders	24.	Issuance of RFP
10.	Scope of Work of Consultant	25.	Details of Independent External Monitors
11.	Conflict of Interest		
12.	Pre bid queries		
13.	Pre bid Meeting		
14.	Amendment to EOI		
15.	Preparation of Bids		

No	ANNEXURES
1)	Checklist



2)	Covering Letter Format
3)	Eligibility criteria declaration
4)	Bidder's Profile
5)	Authorization Letter Format
6)	List of major customers
7)	Office Details
8)	Bank Guarantee Format For Earnest Money Deposit
9)	Compliance Statement
10)	Team of Consultants



## 1. About Canara Bank

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

## 2. Definitions

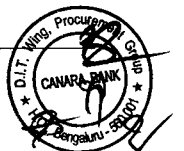
- 2.1. 'Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.
- 2.2. 'EOI' means this Expression of Interest for Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank.
- 2.3. The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.

## 3. About EOI

- 3.1. Bank intends to empanel Consultants who can provide suitable and appropriate technical consultancy services for Setting Up Center for Digital Customer Experience projects.
- 3.2. 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 vendor/s 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 Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank.
- 4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in IT consultancy services in PSU/BFSI sector may respond.



## 5. Eligibility Criteria

Bidders meeting the Eligibility Criteria as mentioned in Annexure-3 of this EOI may respond.

## 6. Tender Fee and Earnest Money Deposit

### 6.1. Tender Fee:

6.1.1. The tender fee specified in the Bid details in brief description should be kept along with the bid cover. Submission of the cost of the bid document in other than the bid cover is liable to be rejected on grounds of non-payment of the cost of the bid document.

6.1.2. The bidder shall bear all costs associated with the preparation and submission of the bid and the Bank will not be responsible for the costs, regardless the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the bidder in replying to this EOI. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

### 6.2. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:

6.2.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) as specified in Bid details in brief description by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bengaluru and should be kept along with the bid.

6.2.2. In case the EMD is submitted in the form of Bank Guarantee, the same should be valid for the minimum period of 6 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per ANNEXURE-8.

6.2.3. The EMD of bidders will be returned upon the finalization of Empanelment.

6.2.4. The EMD may be forfeited/ Bank Guarantee may be invoked, if the bidder withdraws or amends the bid during the period of bid validity which is six months from the date of Expression of Interest or date of finalization of the empanelment whichever is later.

### 6.3. Further, all bidders shall have to comply the following:

6.3.1. Failure to produce the documents as necessary proof along with the EMD and Tender fee while submission of EOI proposal shall render the applicant ineligible for empanelment.

6.3.2. The Bidder should submit separate DDs one each for EMD and Tender Fee, if DDs are submitted.

6.3.3. The Bidder should not provide any commercial proposal with the response to this EOI.

## 7. Scope of Empanelment

7.1. Empanelment would be for Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank.



- 7.2. Empanelment would be for **ONE YEAR**. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard.
- 7.3. During Empanelment period, Bank will float limited tenders/RFP amongst the qualified empaneled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and scope of work. Such limited tenders shall be floated by Bank.
- 7.4. The guidelines issued by Ministry of Finance, Central Vigilance Commission and any other statutory / regulatory body related to selection, appointment and employment of Consultants from time to time, shall be applicable.

## 8. Empanelment Procedure

The consultant will be empaneled as per the following process:

- 8.1. Consultants satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder.
- 8.2. All the shortlisted intending bidders have to make a presentation before a panel of Bank Officials. The date of presentation shall be intimated to the short listed bidders in advance.
- 8.3. Based on the documents submitted, the presentations made and the expertise, the panel shall select the consultants for empanelment.

## 9. De-empanelment of bidders

- 9.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.
- 9.2. Bank should retain with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its procurement process where the Bank has authentic information the bidder has been debarred from participating in the procurement process by a foreign country, 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 policy and ethical standard.
- 9.3. If the service provided by the selected bidder 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 selected bidder when applying for the tenders, the Bank reserves the right to remove such Bidders from the empaneled list without giving any notice to the vendor in advance.

## 10. Scope of Work of Consultant

### 10.1. Objective

To Strategize and prepare plan for a comprehensive Digital blueprint of Bank's business areas for significantly enhancing the existing capabilities of the Bank in line with the objectives and focus areas through a new 'Centre for Digital Customer Experience (C-DiCE)' unit in the Bank.

**The Center for Digital Customer Experience Consultancy Services include:**

**10.2. Consultancy and Project Management Services for setting up of Digital Customer Experience Center:**

- 10.2.1. Provide end to end consultancy services for the project that includes but not limited to formulating strategies, planning for efficient and effective implementation.
- 10.2.2. Conduct study of existing IT architecture, the associated services of the Bank, various Regulatory guidelines, the existing customer experience and provide inputs on required solutions/processes/Human resources/skill sets/training requirements for setting up of Digital customer experience center.
- 10.2.3. To assist Bank in preparing and finalizing the scope of work and technologies/solutions required for setting up digital customer experience center duly taking in to account the risk considerations, feasibility/scalability aspects. To assist Bank in Preparation of RFP covering all the project requirements agreed upon by the Bank including the scope of work.
- 10.2.4. To work with Bank with hand-on-hand by providing adequate resources and technology assistance for setting up of Digital Customer Experience Center.
- 10.2.5. Provide end to end Assistance to Bank in the process of adopting new technological trends in banking.
- 10.2.6. Provide end to end assistance to Bank in adopting AI (Artificial Intelligence), ML (Machine Learning), RPA (Robotic process Automations) etc., in enchanting customer experience of the Bank.
- 10.2.7. Assist Bank in engaging the selected Vendor by facilitating bank in drafting and signing of MOU/SLAs and monitoring of SLA/MOU till the completion of the project.
- 10.2.8. Provide Project Management Services for but not limited to managing and monitoring the implementation of solutions as part of project, their integration, acceptance testing of the implemented solutions, validation of deliverables etc.

**10.3. Information Technology Gap Assessment:**

- 10.3.1. Conducting a thorough study of our existing IT environment/ architecture (spread across various locations) and the existing customer experience and digitalization process in the light of Bank's policies & Regulatory guidelines, global best practices of enhanced banking experience etc. and assess the gaps. The study shall cover all Information technology including Retail Banking, Corporate Banking, Human resources associated with IT environments in the Bank.
- 10.3.2. Review the existing Information Technology setup and guidelines etc. for adequacy and helping bank towards being Digital First 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.

- 13.5. 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.

#### 14. Amendment to EOI

- 14.1. 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.
- 14.2. 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.
- 14.3. 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.

#### 15. Preparation of Bids

- 15.1. 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.
- 15.2. 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.
- 15.3. The bid must contain EMD/ Bank Guarantee in lieu of EMD as per ANNEXURE-8 of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per ANNEXURE-1.

#### 16. 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.

#### 17. Submission of Bids

- 17.1. The sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara



Bank” in response to EOI 01/2020-21 dated 21/07/2020. 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 the Bid details in brief description.

- 17.2. If the last day for 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.
- 17.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.
- 17.4. 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.
- 17.5. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

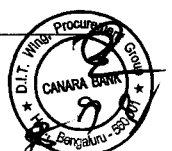
First Official	Alternate Official
<p><b>Mr. Atul</b> Senior Manager, Canara Bank Procurement Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070</p>	<p><b>Mr. Nagendra Kumar M</b> Divisional Manager, Canara Bank Procurement Group, DIT Wing, First Floor,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

- 17.6. In case 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 in the Bid details in brief description.
- 17.7. 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.

## 18. Bid Opening

- 18.1. EOI will be opened in the presence of the Bidder’s representative/s who may choose to attend the bid opening as per schedule specified in the Bid details in brief description.
- 18.2. 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.



- 18.3. 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.
- 18.4. 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.

## 19. Evaluation of EOI

- 19.1. 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.
- 19.2. 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.
- 19.3. EOI submitted by the bidder will be evaluated based on the documents mentioned in ANNEXURE-1. Bidders who will qualify from Eligibility Criteria Evaluation will be empaneled. 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.

## 20. Clarifications Of Offers

- 20.1. 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.
- 20.2. 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.
- 20.3. 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.
- 20.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

## **21. Modification/Cancellation of EOI**

- 21.1. 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.
- 21.2. 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:
  - 21.2.1. Services contemplated are no longer required
  - 21.2.2. Change in the scope of work or due to unforeseen circumstances and/or factors and or/or new developments
  - 21.2.3. The project is not in the best interest of the Bank
  - 21.2.4. Any other reason
- 21.3. 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.

## **22. Responsibility for completeness**

- 22.1. 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.
- 22.2. 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.
- 22.3. 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.

## **23. Intimation to the selected Bidders**

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

## **24. Issuance of RFP**

- 24.1. Only shortlisted applicants will be invited to participate in the RFP Process. The shortlisted applicants will be provided with tender documents through E-mail or hand delivery. The vendors are required to respond accordingly.



- 24.2. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
- 24.3. 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.
- 24.4. The Bank may issue RFP to the shortlisted bidders as part of EOI. The Bank reserves the right to issue RFP based on the responses and the requirement of the Bank.
- 24.5. The Bank reserves the right to avail services independently on its own without reference to shortlisted bidders of EOI.

**25. Independent External Monitors**

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

Sri. Dilip Mavinkurve  
Email: [dilipmav.canbank@gmail.com](mailto:dilipmav.canbank@gmail.com)

Sri. Hari Santosh Kumar  
Email: [hsantoshkumar50@gmail.com](mailto:hsantoshkumar50@gmail.com)

  
DEPUTY GENERAL MANAGER  




**ANNEXURE-1**  
**CHECKLIST**

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

The bidder shall confirm whether following are submitted in their 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.	List of major clients and the quantum of orders with approximate value executed to various organizations including Major PSU Banks and other financial institutions for the last 3 years.	ANNEXURE-6		
5.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	ANNEXURE-5		
6.	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. 15.2		
7.	Three (3) Years Audited Balance sheet and financial statements for the past three years i.e. 2016-17, 2017-18, 2018-19 and the certificate from the Company's Chartered Accountant stating that the company has positive Net worth as on 31/03/2019.	ANNEXURE-3		
8.	Compliance Statement	ANNEXURE-9		
9.	Team of Consultants	ANNEXURE-10		
10.	EMD by Demand Draft favouring Canara Bank payable at Bengaluru/Bank Guarantee as per ANNEXURE-8 is enclosed.	Clause No.6		



11.	Tender Fee by way of Demand favouring Canara Bank payable at Bengaluru is enclosed.	Clause No.6		
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Note: Failure to produce the necessary proof may render the applicant in-eligible for empanelment.

Date

Signature with seal

Name :

Designation :

Sl. No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]	Page No. at which details are enclosed
1	Whether Cost of the Tender document (Demand Draft payable at Bengaluru) is submitted?		
2	Whether EMD / Bank guarantee in lieu of EMD Submitted?		
3	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?		
4	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?		
5	Whether address of Office on which communication / order has to be placed is indicated in ANNEXURE-4		
6	Whether ensured that the offer is in sealed envelope and superscribed as Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank, The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.		
7	Whether ensured Indexing of all Documents submitted with page numbers?		

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

Checked for accuracy

Date

Signature with seal

Name :

Designation :

Note: 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.



**ANNEXURE-2**

**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

- Providing consultation and PMO for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank.
- Conducting a thorough Gap Analysis of the existing IT environment.
- 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'/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 in India (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 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-3**  
**Eligibility Criteria Declaration**

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

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

Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI	Bidders Response
1.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last five years as on EOI date	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
2.	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 BFSI/PSU.	Experience certificate from BFSI/PSU 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.	
3.	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 last three financial years (i.e. 2017-18, 2018-19 and 2019-20). This must be the individual company turnover and not of any group of companies.	Bidder has to submit Balance Sheet for last 3 Years i.e. 2017-18, 2018-19 and 2019-20 (audited/provisional). 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.	
4.	The Bidder should have Positive Net Worth as on 31/03/2020.	The 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.	
5.	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.	The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.	
6.	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.	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.	
7.	The bidder shall have local office in Bengaluru / Mumbai with own personnel / Support Centers to liaison various activities.	The Bidders to furnish their details like contact details with postal address, no. of personnel etc., besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.	
8.	The bidders firm or its subsidiaries should not be engaged with Bank in the business of System Integration of hardware or software / solution providers or implementation services or providing facilities management services.	A self-declaration must be furnished.	
9.	The bidder should not have been blacklisted/barred/disqualified by any regulator/statutory body/Government Organization in India as on the date of EOI.	A self-declaration to this effect must be furnished.	

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 Eligibility Criteria should be part of Eligibility bid.

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

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

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)	Number of years of experience in Handling large projects for Banks.	
7)	Address for Correspondence: Registered Office: Corporate Office:	
8)	Single Point of contact for this EOI and upcoming RFP Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to Bank)	
9)	Domestic Customer Base (Number of Clients for Where Consultancy Service have been provided in India)	
10)	<u>Details of Service Net Work</u> Bengaluru: Mumbai:	
11)	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,  
Procurement Group  
DIT Wing  
Naveen complex, 14 MG Road  
Bengaluru - 560 001

Date: \_\_\_\_\_

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**

This has reference to your above EOI for Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) 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 in IT Consulting**

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

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	Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed
1	2	3	4	6

(Enclose necessary documentary proof)

Date :  
Place :

Signature with seal:  
Name :  
Designation :



**ANNEXURE-7**  
**Office Details**

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

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

Sl. No.	Name of the Office	Address and Telephone No's	E-mail ID of office	Number of Consultant
1.	Bengaluru			
2.	Mumbai			
3.	Others (specify)			

Date :  
Place :

Signature with seal:  
Name :  
Designation :

ANNEXURE-8

**BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT**

To : The Deputy General Manager,  
Canara Bank,  
DIT Wing, Head Office,  
Naveen Complex, 14 M G Road  
BENGALURU

WHEREAS \_\_\_\_\_(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated \_\_\_\_\_(Date) for the execution of (Name of Contract)\_\_\_\_\_ (hereinafter called "the Tender") in favour of \_\_\_\_\_hereinafter called the "Beneficiary";

KNOW ALL MEN by these presents that we, \_\_\_\_\_(name of the issuing Bank), a body corporate constituted under the \_\_\_\_\_having its Head Office at \_\_\_\_\_amongst others a branch/office at \_\_\_\_\_ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs\_\_\_\_\_ (Rupees\_\_\_\_\_only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Beneficiary during the period of Tender validity;
  - (i) fails or refuses to execute the Agreement, if required; or
  - (ii) fails or refuses to furnish the performance security, in accordance with clause \_\_\_\_\_ of conditions of Contract.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs.\_\_\_\_\_ (Rupees \_\_\_\_\_only)
- ii) This Bank Guarantee is valid up to \_\_\_\_\_ and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated \_\_\_\_\_ day of \_\_\_\_\_ 20.....

(SIGNATURE & SEAL OF THE BANK)

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank  
Name of the Branch : DIT Wing  
IFSC Code: CNRB0000007



**Annexure-9**  
**Compliance Statement**

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

The Deputy General Manager  
Canara Bank,  
Procurement Group  
DIT Wing  
Naveen complex, 14 MG Road  
Bengaluru - 560 001

Date: \_\_\_\_\_

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 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	Instructions to the Applicants	

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

Signature with seal

Name :

Designation :



**Annexure-10**  
**Team of Consultants**

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

Sl. No	Name of Consultant	Prof. Qualifications	Certifications/ Accreditations	expertise In terms of years and areas of expertise	IT Expertise In terms of years and areas of expertise	Number of similar assignments involved in Banks in India

Note: Documentary/Certification proofs are to be enclosed to substantiate the claims made.

Date

Signature with seal

Name :

Designation :

