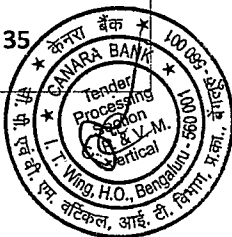


REQUEST FOR EXPRESSION OF INTEREST

FOR

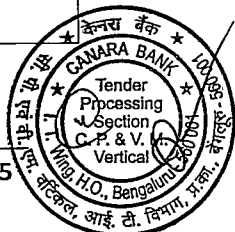
**EMPANELMENT OF HUMAN RESOURCE RECRUITMENT
CONSULTANTS FOR THREE YEARS TO HIRE PROFESSIONALS ON
CONTRACT BASIS IN CANARA BANK**

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: 080-25584040 Extension- 245/225/474



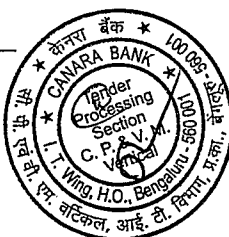
Bid Details in Brief Description

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 08/2023-24 dated 01/02/2024
2.	Name of the Wing	Information Technology Wing
3.	Brief Description of the EOI	Expression of Interest for Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract basis in 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 - 080-25584040 Extension-245/225/474 Fax- 080-25596539 Email: dittenders@canarabank.com Senior Manager, Centralized Procurement & Vendor Management Vertical
5.	Date of Issue of EOI	01/02/2024, Thursday
6.	Earnest Money Deposit (Refundable)	Rs.1,00,000/-
7.	Tender Fee (Non-Refundable)	Rs.10,000/-
8.	Last Date and Time for Submission of Queries for Pre Bid Meeting	09/02/2024, Friday, 5.00 PM
9.	Date of Pre Bid Meeting	12/02/2024, Monday, 3.30 PM
10.	Last Date and Time for Submission of Bids	04/03/2024, Monday, 3.00 PM
11.	Date of Opening of Bid	04/03/2024, Monday, 3.30 PM
12.	Venue for Prebid Meeting and Bid Opening	Pre-bid meeting will be held on 12/02/2024, Monday, 3.30 PM Venue: Pre Bid meeting will be held Online (through Microsoft Teams) and participants are requested to attend the meeting Online.





		<p>Those who are interested in participating the pre bid 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)</p> <p>Upon perusal of the same the link / meeting id will be shared to the participant to participate in the meeting (Microsoft Teams).</p> <p>Pre-bid Queries should be sent to E-mail dittenders@canarabank.com and must reach us on or before 09/02/2024, Friday, 5.00 PM. Subject of the email should be given as "Pre Bid Queries for EOI 08/2023-24 dated 01/02/2024 - Expression of Interest for Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract basis in Canara Bank ". Queries reaching afterwards will not be entertained.</p>
<p>This document can be downloaded from following websites https://www.canarabank.com/tenders#</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/tenders#)</p> <p>No individual communication will be sent to the bidders.</p>		



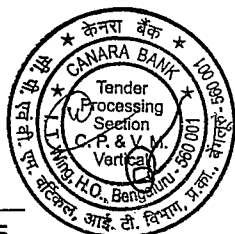
Disclaimer

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.

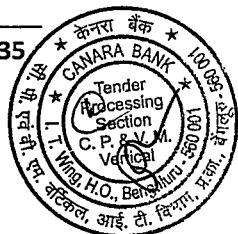
Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI. Canara Bank reserves the right to reject any or all the expression of interest / proposals received in response to this EOI document at any stage without assigning 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

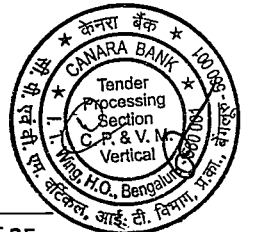
Sl. No.	Abbreviation	Description
1.	BG	Bank Guarantee
2.	DD	Demand Draft
3.	IT	Information Technology
4.	EMD	Earnest Money Deposit
5.	GST	Goods and Service Tax
6.	HO	Head Office
7.	NI Act	Negotiable Instruments Act
8.	OEM	Original Equipment Manufacturer
9.	OS	Operating System
10.	PAN	Permanent Account Number
11.	EOI	Expression Of Interest
12.	RFQ	Request for Quotation
13.	IPR	Intellectual Property Rights
14.	HR	Human Resources



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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)	Compliance Statement
8)	Non-Disclosure Agreement
9)	Office details
10)	Tender Fee & Bid Security Declaration
11)	Scope of Work
12)	Evaluation of Technical Proposal.





1. About Canara Bank

- 1.1. CANARA BANK is one of the largest public sector banks 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 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 9585 branches, 24 Circle offices and 176 Regional Offices situated across the States. The Bank also has offices abroad in London, Dubai, and New York.
- 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

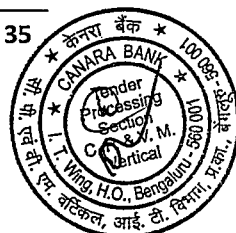
- 2.1. 'Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.
- 2.2. 'EOI' means Expression of Interest for Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis 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 EOI.

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. Objectives

- 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 Human Resource Recruitment consultants for supporting the Bank to hire professionals from the market on contract basis in Canara Bank for Three Years.
- 4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in Human Resource Recruitment consultant for hiring professionals may respond.



- 4.3. The bank is looking for Consultants companies who have sufficient experience, resources and established facilities and can support Bank's requirement for "hiring professionals from the market on contract basis".

5. Eligibility Criteria

- 5.1. Interested bidders, who are capable of recruiting the professionals from the market on contract basis, 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.

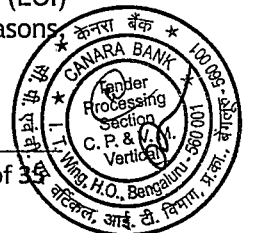
6. Scope of Empanelment:

- 6.1. The Bank wishes to empanel Human Resource Recruitment Consultants for hiring professionals for various positions of the Bank. The Bank request professionals from renowned and experienced specialized consultants for undertaking the above assignment.
- 6.2. The Bank, at its sole and absolute discretion, may choose to avail all services or part thereof. Such decision may be advised even during the course of the assignment. The areas covered under this arrangement are given in the scope of work outlined in Annexure-11.
- 6.3. Bidder who is interested in participating in this EOI must fulfil the eligibility criteria mentioned in the document and also be in a position to comply with the technical requirements.
- 6.4. The bidder must also agree to all our terms & conditions mentioned under this EOI.
- 6.5. Bank will not accept any deviations from the terms and conditions specified in the tender. Deviations may result in disqualification of the offer made by the vendor.
- 6.6. Along with the above please refer Annexure-11 for detailed scope of work.

7. Empanelment Procedure

The Vendor for providing Human Resource Recruitment Consultancy will be empaneled as per the following process:

- 7.1. Vendor/s 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. Duration of Empanelment

Post the evaluation process, the shortlisted bidders will be empaneled for a period of 3 years during which Bank may, at its discretion, issue a work order within the Empaneled applicants for hiring professionals from the market on contract basis for Canara Bank.

9. De-empanelment of bidders

- 9.1. During empanelment period, the Bank reserves the right to de-empanel any bidder. The Bank's decision will be final in this regard.
- 9.2. Bank retains 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 that the bidder has been debarred/black listed from participating in the tendering process by an international organization or by a local organization on grounds 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 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 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 bidder in advance.

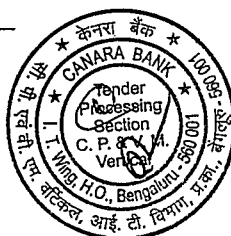
10. Clarification to the EOI and Pre-Bid Queries

10.1. 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 as per the format mentioned below:

Sl. No.	Bidder's Name	Page No.	Section	EOI Clause	Clause/Technical Specification	Bidder's Query
1						
2						
3						
4						
5						
6						

10.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Centralized Procurement and Vendor Management Vertical, Canara Bank, IT Wing, HO (Annexe), 14, M G Road, Bengaluru - 560 001 and as specified in bid schedule before due date & time.

10.3. No queries will be entertained from the bidders after the due date and time mentioned in the EOI document.



10.4. No oral or individual consultation shall be entertained.

11. Pre-Bid meeting

11.1. 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.

11.2. 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.

11.3. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

11.4. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

11.5. 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 EOI and it will be binding on the bidders.

11.6. 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.

12. Amendment to EOI

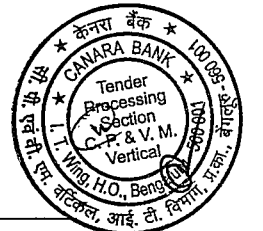
12.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by way of an amendment.

12.2. 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.

12.3. 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.

13. Bid System Offer

This EOI has following parts:



13.1. Technical cum Eligibility Proposal:

Indicating the response to the Eligibility Criteria Declaration, Scope of Work, Technical Evaluation Criteria and other terms & conditions. The format for submission is as per Annexure-1.

13.2. Technical Evaluation of Bidders

13.2.1. Bidders will be evaluated technically on the basis of marks obtained in Technical evaluation criteria as mentioned in Annexure-12.

13.2.2. Bidder should secure minimum 70% marks under Technical cum Eligibility evaluation to become qualified for empanelment.

14. Preparation of Bids

14.1. Before submitting the bid, the bidders should ensure that they conform to the Eligibility Criteria Declaration as stated in Annexure-3 of this EOI document. Only after satisfying themselves of the Eligibility Criteria, the Offer should be submitted.

14.2. It is mandatory to provide the compliance to Scope of Work in the exact format of Annexure-11 of this EOI document.

14.3. 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 (Annexure-1) appended.

14.4. 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.

14.5. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per Annexure-3.

15. Earnest Money Deposit

15.1. Bidders can also submit the EMD with Account Payee Demand Draft in favour of Procurement Group payable at Bangalore.

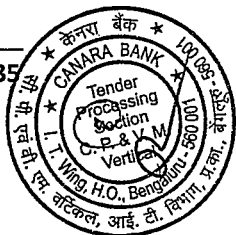
15.2. Bidder has to submit scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

15.3. Bidders can also submit the EMD with Payment online through RTGS / internet banking to the following:

Beneficiary name: DIT Procurement

Account No.: 0792201002351

IFSC Code: CNRB0000792



Bank Name: Canara Bank

Branch address: Trinity Circle Bangalore.

- 15.4. 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.

16. Submission of Bids

16.1. The sealed envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope “Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank in response to EOI 08/2023-24 dated 01/02/2024” 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.

16.2. 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.

16.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.

16.4. 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.

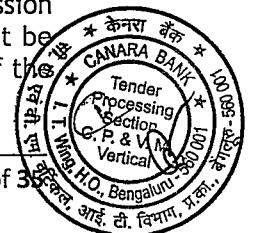
16.5. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. Praveen Kumar K K Senior Manager Canara Bank CP & VM Vertical, IT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25584873	Mr. Venkatesh Murthy V Divisional Manager Canara Bank CP & VM Vertical, IT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25129474

16.6. 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.

16.7. The bidder should make all the necessary arrangements to ensure that the sealed and marked tender documents are dropped in the Tender Box only at the Place, Venue, Date and Time mentioned in Bid schedule.

16.8. 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.



**17. Bid Opening**

17.1. 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.

17.2. 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.

17.3. 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.

18. Erasures or Alterations

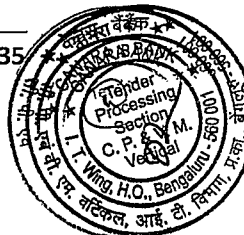
The Offers containing erasures or alterations or overwriting will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling 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.

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 format mentioned in Annexure-1. Bidders who will qualify from Eligibility Criteria Evaluation will be empaneled. 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/EOI. 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

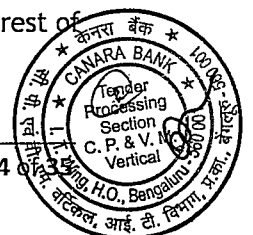
- 20.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may at its discretion seek clarifications from all the bidders/any of the bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should 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:
- Services contemplated are no longer required.
 - Change in the scope of work or due to unforeseen circumstances and/or factors and/or new developments.
 - The project is not the in the best interest of the Bank.
 - 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. Conflict of Interest

- 22.1. The consultant shall not receive any remuneration in connection with the assignment except as provided in the contract. The consultant and its affiliates shall not engage in consulting or other activities that conflict with the interest of the employer under the contract.





- 22.2. The consultant shall not get associated as consultant / advisor / implementation agency or in any other capacity with any of the agencies taking part in the bid process in the project in which the consultant is appointed as consultant.
- 22.3. Participation by Consultant with a conflict of interest situation will result in the disqualification.
- 22.4. The scope of work is defined on the understanding the requirement for engaging Consultant. The Scope of work is comprehensive but not limited to.

23. Responsibility for completeness

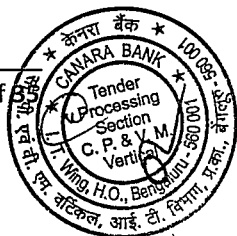
- 23.1. The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omissions in the bid and other information as mention above within the time schedule.
- 23.2. 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.
- 23.3. 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.

24. Intimation to the successful Bidders

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

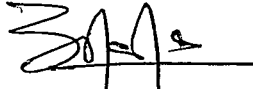

25. Issuance of RFP/RFQ:

- 25.1. The Bank reserves the right to issue limited RFP/RFQ based on the responses and the requirement of the Bank.
- 25.2. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
- 25.3. 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.
- 25.4. The Bank may issue RFP/RFQ to the shortlisted bidders as part of EOI. The Bank reserves the right to issue RFP/RFQ based on the responses and the requirement of the Bank.
- 25.5. 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.
- 25.6. The Bank reserves the right to avail services independently on its own without reference to shortlisted bidders of EOI.



26. Social Media Policy

- 26.1. No person of the bank or the contractors and third parties shall violate the social media policy of the bank.
- 26.2. The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy:
- 26.2.1. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.
- 26.2.2. 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.
- 26.2.3. Any unauthorized use or disclosure of Bank's confidential information or data.
- 26.2.4. Any usage of information or data for purposes other than for Bank's normal business purposes and / or for any other illegal activities which may amount to violation of any law, regulation or reporting requirements of any law enforcement agency or government body.


GENERAL MANAGER




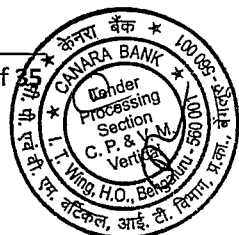
ANNEXURE- 1
CHECKLIST

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

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.	The documents in support of Eligibility criteria declaration, wherever required as mentioned in this EOI.	Annexure- 3		
3.	Bidder's Profile.	Annexure- 4		
4.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	Annexure- 5		
5.	List of Major Customers of the Bidder in Last 3 Years and References	Annexure- 6		
6.	Compliance Statement	Annexure- 7		
7.	Non-Disclosure Agreement	Annexure- 8		
8.	Office Details	Annexure- 9		
9.	Tender fee and bid security declaration	Annexure- 10		
10.	Scope of Work	Annexure- 11		
11.	Evaluation of Technical proposal	Annexure-12		
12.	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. 14.5		

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



Sl. No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]
1	Whether Bidder has to submit Declaration as per Annexure-10 in lieu of waiver of Tender fee & EMD?	
2	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?	
3	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials). Erasures/ Overwriting/ Cutting/ Corrections authenticated Certification/ Undertaking is	
4	Whether address of Office on which communication/ order has to be placed is indicated in Annexure-4.	
5	Whether ensured that the offer is in sealed envelope and super scribed as Empanelment of Vendors for Expression of Interest for Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract basis in Canara Bank The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.	
6	Whether ensured Indexing of all Documents submitted with page numbers?	

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

Date:

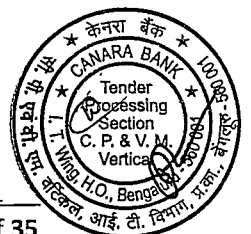
Signature with seal:

Place :

Name:

Designation :

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



**ANNEXURE-2****Covering Letter Format****(Covering Letter has to be submitted in company's letter head)**

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 Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank.

Ref: EOI 08/2023-24 dated 01/02/2024.

@@@

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 Corporate Business Correspondent. 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 EOI process to provide the selected technologies for which requirement arises in the Bank.

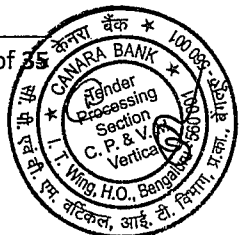
We agree to abide by and fulfill all the terms and conditions and scope of work as defined in EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

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.



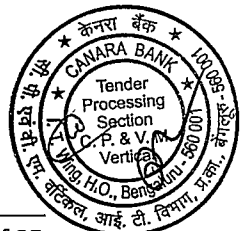
We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our Bid is liable to be rejected.

Date:

Signature with seal

Name:

Designation:



ANNEXURE-3
Eligibility Criteria Declaration

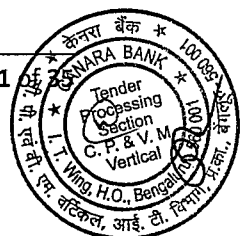
[On Firm's / Company's letter head]

Sub: Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank.

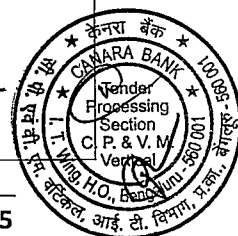
Ref: EOI 08/2023-24 dated 01/02/2024.

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

Sl. No.	Eligibility Criteria	Documents to be submitted In compliance with Eligibility Criteria	Bidders Response
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.</p> <p>(OR)</p> <p>b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.</p> <p>(OR)</p> <p>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>(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.</p> <p>(OR)</p> <p>Copy of Certificate of registration under shops and commercial Establishments Act.</p>	
2.	<p>The Bidder should have average turnover of Rs.50 Cr (Rupees Fifty Crore) in the last 3 (three) financial years (i.e., 2020-21, 2021-22 and 2022-23) from its Indian Operations. This must be the individual company turnover and not of any group of companies.</p>	<p>Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2020-21, 2021-22 and 2022-23 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.</p>	



3.	The Bidder should have positive Net Worth as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years, ending on 31/03/2023.	The Bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
4.	The bidder should be in the line of business for which the Invitation of Document is issued and possess experience of providing end-to-end recruitment services(In India) during previous three years to large Organizations with employee strength of minimum 15000 and/or annual turnover of at least Rs.1000 crores.	The bidder should submit Purchase order copies/ Satisfactory performance certificate from clients / Contract with client/ Audit report.	
5.	The bidder should have been in existence in India for minimum 5 preceding years continuously and should have minimum 3 years' experience (In India) in filling Junior, Middle and Senior Management Positions.	The bidder should submit Purchase order copies/ Satisfactory performance certificate from clients / Contract with client/ Audit report.	
6.	Bidders should not be under debarment/blacklist period for breach of contract/ fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/ departments on the date of submission of this EOI.	The Bidder should submit self-declaration on the Company's letter head to this effect.	
7.	Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or	A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head. [Where applicable; evidence of valid registration by the Competent Authority shall be attached.]	





	<p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>		
8.	<p>Bidder company should not be owned or controlled by and Director or employee (or relatives thereof) of Canara Bank.</p>	<p>The Bidder should submit self-declaration on the Company's letter head to this effect.</p>	
9.	<p>Past/Present litigations, disputes if any. (Adverse litigations could result in disqualification, at the sole discretion of the Bank)</p>	<p>Brief details of litigations, disputes related to services being procured under this RFP or infringement of any third party intellectual property rights by prospective bidder or disputes among bidder's board of directors, liquidation, bankruptcy, insolvency cases or cases for debarment/blacklisting for breach of contract/fraud/corrupt practices by any scheduled Commercial Bank/ Public sector undertaking/ state or central government or their agencies/ departments or any such similar cases, if any are to be given on company's letter head.</p>	

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

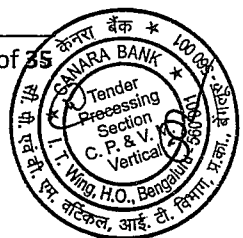
Date:

Signature with seal

Place:

Name:

Designation :



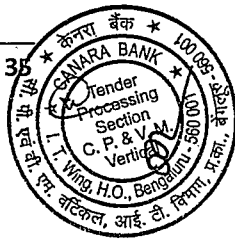
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Canara Bank

Date:
Place :

Signature with seal:
Name:
Designation :



ANNEXURE-5

Authorization Letter Format

(Authorization Letter Format 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 Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank.

Ref: EOI 08/2023-24 dated 01/02/2024

@@@

This has reference to your above EOI for Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis 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.

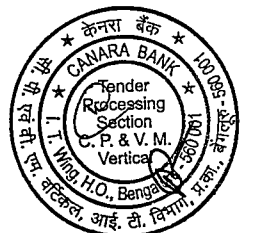
The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

Place:





ANNEXURE-6

(Format has to submitted in Company's Letter Head)
List of Major Customers of the Bidder in Last 3 Years and References

Sub: Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank.

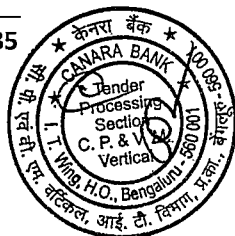
Ref: EOI 08/2023-24 dated 01/02/2024

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	5

(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
Bangalore - 560 001

Date: _____

Dear Sir,

Sub: Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank.

Ref: EOI 08/2023-24 dated 01/02/2024

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

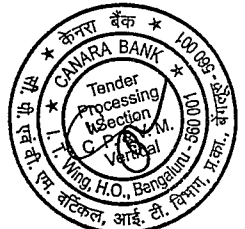
Sl. No.	Description	Complied Yes/No
1	Scope of Empanelment	
2	Empanelment Procedure	
3	EOI document	

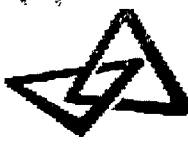
We also undertake that we are complying with the prevailing guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labor laws, from time to time for the resources deployed for **Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis 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 Business Correspondent Services at locations allocated by 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 Infrastructure shared by the BANK in their Expression of Interest is confidential and/or proprietary to the BANK, and

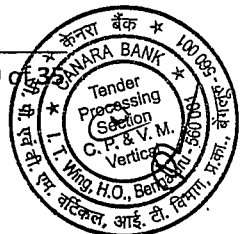
WHEREAS, the Bidder understands that in the course of submission of the offer for "Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank" and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties 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

Office Details

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

Sub: Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank.

Ref: EOI 08/2023-24 dated 01/02/2024

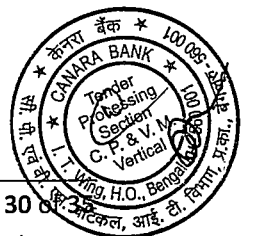
Sl. No.	Name of the Office	Address and Telephone No's	E-mail office	ID of	Number of Agents
1.	Bengaluru				
2.	Others (specify)				

Details of the Human Resources available with the firm segregated on the categories:

Sl. No.	Category	Name	Qualification	Experience/Skill/Domain	With the Firm since

Date:
Place :

Signature with seal:
Name:
Designation :



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Canara Bank

Annexure-10

Tender Fee and Bid Security Declaration

(Format has to submitted in Company's 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 Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank.

Ref: EOI 08/2023-24 dated 01/02/2024

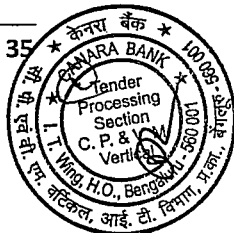
Dear Sir

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 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.

[Signature of Authorized Signatory]

Date:
Place :

Signature with seal:
Name:
Designation :



ANNEXURE-11
Scope of Work

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

Sub: Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank.

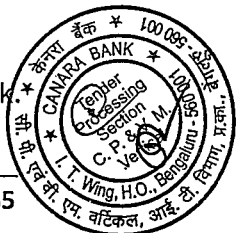
Ref: EOI 08/2023-24 dated 01/02/2024

The detailed scope of this project shall include but not limited to:

- Preparation of job specification (Which includes roles and responsibilities, key result/responsibility areas and performance indicators, qualification, experience and Compensation (CTC), etc.) in coordination with the Bank for various positions which 'the Bank' intends to hire.
- Preparation of advertisement for filling positions identified by the Bank in various Junior, Middle and Senior Management positions and to assist the Bank to advertise these positions in leading print and digital media according to Bank's requirements.
- Respond to relevant queries from applicants over phone/ email before closing date.
- Providing inputs to the Bank before shortlisting of suitable candidates based on their experience, skill sets, academic qualification for certain critical positions specified by the Bank.
- Providing the complete list of applicants clearly indicating their eligibility or otherwise for publishing on Bank's website keeping window for objections, If any. Based on the objections received within stipulated period, the Bidder/agency shall take appropriate corrective action, if necessary, and will prepare final list of eligible candidates. This process of online objection and appropriate corrective action, if necessary shall be done by the Bidder/agency, report of which shall be submitted to the Bank.
- Short-listing of applications received for further screening (decide various screening process required for the job role) in consultation with the Bank. Provide administrative support for interview of shortlisted candidates (ensuring complete co-ordination with short listed candidates, arranging for screening process, etc., in consultation with the Bank)
- Facilitate conduct of interview by the selection committee constituted by the Bank.
- Perform background check, caste verification, credit check and credit history/credit background check on candidates for the position. The bidder should ensure that the candidates identified should not have any police record/criminal record against them. The antecedent and caste report should be duly signed by the competent authority.

Deliverables:

- Job specifications of the identified vacancies by the empaneled agency along with compensation structure as per market standards after complete analysis of peer position.
- Providing CVs of qualifying and suitable candidates for the posts identified by the Bank.



- Advisory inputs to the Bank for identification of a suitable candidate best fit for the position.
- Administrative support for selection of the candidate.

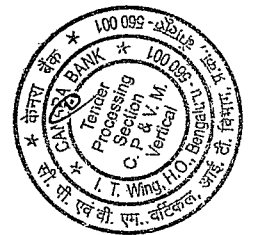
Bidder has to comply with the Scope of Work mentioned above. Non-compliance to any of the scope of work will lead to disqualification of the bidder in Technical proposal.

Declaration:

We hereby comply with the above Scope of Work without any deviations.

Date:
Place :

Signature with seal:
Name:
Designation :



ANNEXURE-12

Evaluation of Technical Proposal

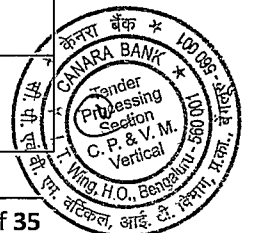
Sub: Empanelment of Human Resource Recruitment Consultants for Three Years to Hire Professionals on Contract Basis in Canara Bank.

Ref: EOI 08/2023-24 dated 01/02/2024

The technical scoring of the agencies will be broadly based on the following parameters:

Table:1

Sl. No.	Particulars.	Max.Score
	(Work Experience in India only will be considered)	
1.	No. of years of experience in HR Consultancy (2 marks each for the every completed year of experience over and above 5 years)	20
2.	Number of employees with their qualification (1 mark for each employee above 15 employees)	10
3.	Profile and No. of BFSI clients (1 mark for each client)	20
4.	Certification ISO or any other equivalent Evaluation Institution.	5
5.	Minimum experience of the agency in the line of business of providing end to end recruitment services in Junior, middle and senior management positions in India shall be 2 years (1 Marks each for every completed year of experience over and above 2 years)	10
6.	The agency should have the robust IT infrastructure to cater to the needs of collecting online applications through web portal. Such portal should have facility to register a new candidate using his email id and mobile number and facility to allot the password/ change the password after registration and other features required for recruitment. The capability of such infrastructure should be to hold minimum 1000 concurrent user logins. Availability of IT infrastructure referred above shall be demonstrated to Bank by providing required credentials. (self declaration shall be provided in Company's Letter Head)	10
7.	No. and location of offices in India (Office at each location will carry 2 marks)	10
8.	Presentation	15



Presentation: The bidders will be required to make a brief presentation; maximum of 45 minutes will be given each bidder to present. The presentation should be brief and crisp. It will form the basis of Evaluation for the following:

Sl. No.	Particulars	Weightage
1.	Understanding of the domain of Public Sector Banks in India. Understanding of the current and future leadership challenges faced by Public Sector Banks in India in an increasingly competitive marketplace	5
2.	Methodology and approach adopted by the consultant while undertaking the assignment for which Invitation Document is issued/customized to Bank's requirement in India (Based on presentation)	10

Note:

- Information provided by the bidder as mentioned in the table above should be submitted with supporting documents like work orders/ certificates strictly on client's letter head. Any other form of submission will be summarily rejected. For Sr. No. 2 in Table 1, Bidders are requested to furnish number of professionals/ dedicated staff undertaking end-to-end recruitment services on declaration basis excluding clerical and admin support.

Bidders who score minimum 70% (70 marks out of 100) in the technical evaluation criteria as mentioned above will only be considered for Empanelment subject to complying other terms and conditions stipulated elsewhere in this EOI Document.

Declaration: We hereby confirm 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 response to this EOI is liable for rejection.

Date:
Place :

Signature with seal:
Name:
Designation :

