



(HEAD OFFICE: BANGALORE)

**REQUEST FOR EXPRESSION OF INTEREST FOR
EMPANELMENT OF CONSULTANTS FOR
INFORMATION TECHNOLOGY**

EOI REFERENCE NO. : EOI -05 / 11-12

DATE OF EOI DOCUMENT : 07-09-2011
DATE OF PRE BID MEETING : 21-09-2011 AT 3.00 PM

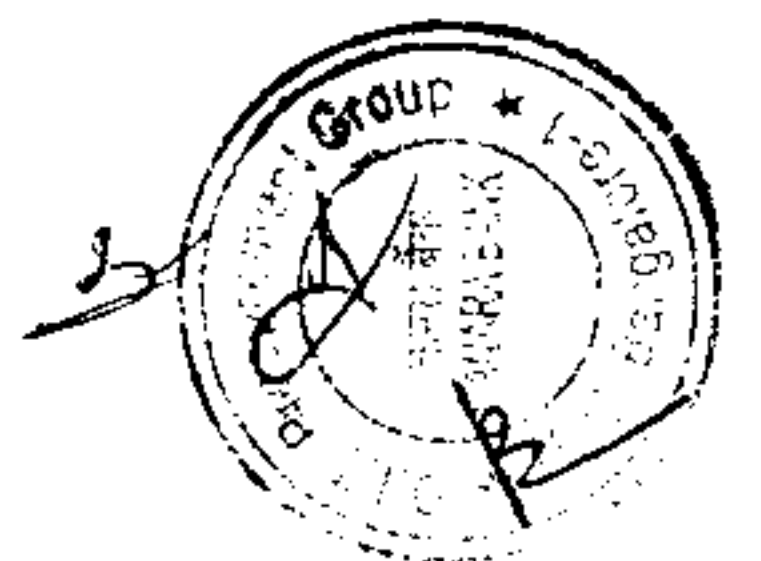
LAST DATE FOR SUBMISSION OF EOI : 12-10-2011 UPTO 3.00PM
DATE OF OPENING OF EOI : 12-10-2011 AT 3.30PM

NO. OF PAGES : 15

ISSUED BY : DEPUTY GENERAL MANAGER
CANARA BANK
ASSET PROCUREMENT & MANAGEMENT GROUP
DIT-WING, HEAD OFFICE
NAVEEN COMPLEX, 14, M G ROAD
BANGALORE 560 001

Contact Numbers : Tel - 080-25590070
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(Senior Manager, Asset Procurement & Management Group)

The cost of EOI document is Rs.5000/- This document can be downloaded from Bank's website www.canarabank.com. In that event, the bidders should pay the cost of the tender document by means of DD drawn on any scheduled Bank for Rs.5000/- in favour of Canara Bank, payable at Bangalore and enclose the same to EOI

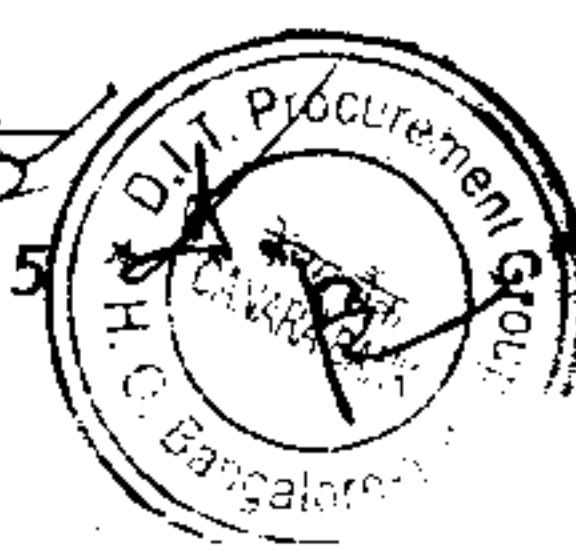


CONTENTS

Sl. No.	Details	Page No.
	INTRODUCTION	3
A	ELIGIBILITY CRITERIA	3-4
B	SCOPE OF EMPANELMENT	4
C	EMPANELMENT PROCEDURE	4
D	SCOPE OF WORK OF CONSULTANT	5-6
E	CONFLICT OF INTEREST	6
F	INSTRUCTIONS TO THE APPLICANTS	6 - 7
G	CHECKLIST	8
	ANNEXURE - A - COVERING LETTER FORMAT	9
	ANNEXURE - B - AUTHORIZATION LETTER FORMAT	10
	ANNEXURE - C - APPLICANT'S PROFILE	11-12
	ANNEXURE - D - LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 3 YEARS AND REFERENCES	13
	ANNEXURE - E - BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT	14-15

CALENDER OF EVENTS

Sr No	EVENT	DATE
1	Date of Issue	07-09-2011 WEDNES DAY
2	Date of Pre Bid Meeting	3.00PM, 21-09-2011 WEDNESDAY
3	Date of Submission of EOI	3.00PM, 12-10-2011 WEDNESDAY
4	Date of Opening of EOI	3.30PM, 12-10-2011 WEDNESDAY



REQUEST FOR EXPRESSION OF INTEREST FOR EMPANELMENT OF CONSULTANTS FOR INFORMATION TECHNOLOGY.

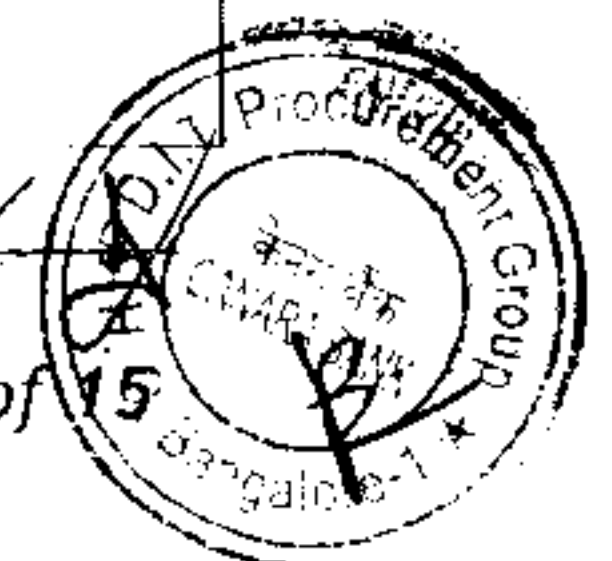
CANARA BANK, a premier Indian Public Sector Bank (hereinafter referred as "Bank") having Pan India presence, invites Expression of Interest from reputed Institutions, Professional Firms, and Companies for empanelment of consultants for Information Technology. As part of IT initiatives, the Bank has already deployed various IT applications / products like Core Banking, ATMs, Internet & Mobile Banking, Financial Inclusion, RTGS/NEFT, Depository Services, Online Trading etc. In addition to these, the Bank proposes to implement several new IT Projects on an on-going basis depending upon the needs. To provide suitable and appropriate technical consultancy services for the existing as well as future IT initiatives, Bank intends to empanel reputed institutions, professional firms and companies as Information Technology Consultants.

The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.

Interested Bidders who are dealing in Consultancy Services and meeting the following Eligibility Criteria may respond.

A. ELIGIBILITY CRITERIA

Sl. No	Eligibility Criteria	Documents to be submitted with this EOI
1	The Bidder should be a registered firm / company / trust / government owned.	In case of Firm, Partnership Deed to be submitted. In case of Companies, Certificate of Incorporation / Certificate of commencement of Business to be submitted. In case of trust, copy of trust deed to be submitted. In case of govt owned company, proof of document to be submitted.
2	The Bidder should have minimum 3 years' experience in IT consultancy assignments to reputed business organizations/banks (as on date of EOI) independently and currently engaged in IT Consultancy services.	<p>a. Copies of orders placed on consultants. The order copies / letters should prove that the consultant has experience of 3 years. The order copies submitted should not be older than 1-1-2008.</p> <p>b. Reference letters from clients (minimum 2 clients) for whom IT consultancy services with reference to the above orders.</p> <p>c. Names & addresses along with contact person name, phone no/mobile no and email id of the clients to whom consultancy services provided</p>



3	The bidder should have provided IT Consultancy Services to any PSU Bank in India.	Copy of Purchase Order / Reference letter from the Bank mentioning that the bidder has provided IT Consultancy Services to them.
4	The bidder should have local office in Bangalore.	The bidders to furnish their existing Bangalore office details like contact details with postal address.

Further, all bidders will have to submit the following :

1	Application fess for ₹ 5,000/- Non Refundable	By way of DD favouring "Canara Bank" payable at Bangalore.
2	Non-interest bearing EMD / Bank Guarantee in lieu of EMD for ₹ 1,00,000/- Refundable	By way of DD favouring "Canara Bank" payable at Bangalore or a Bank Guarantee in lieu of EMD as per Annexure E. If the EMD is in the form of Bank Guarantee, the same should be valid for a minimum period of 6 months from the last date of submission of EOI with a claim period of 3 months.

- * Failure to produce the documents to prove Eligibility Criteria along with EMD/ Bank Guarantee in lieu of EMD and application fee while submission of EOI proposal shall render the applicant ineligible for empanelment.
- * The Bidder should submit separate DDs one each for EMD and application fee, if DDs are submitted.

B. SCOPE OF EMPANELMENT

- a. Empanelment would be for IT Consultants in Canara Bank.
- b. Empanelment would be for two years.
- c. During the empanelment period, Bank will float limited tenders amongst the empanelled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions and scope of work.
- d. If the service provided by the consultant is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the Bank reserves the right to remove such consultants from the empanelled list without giving any notice to the vendor in advance.
- e. Bank reserves the right to cancel the empanelment of any consultant for any reason deemed fit by the Bank. Bank's decision will be final in this regard.
- f. 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.



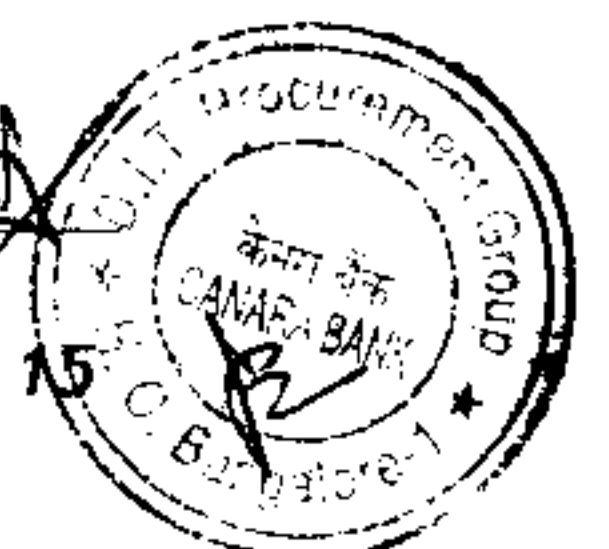
C. EMPANELMENT PROCEDURE

The consultant will be empanelled as per the following process:

- a. Consultants satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder.
- b. 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.
- c. Based on the documents submitted, the presentations made and the expertise, the panel shall select the consultants for empanelment.

D. SCOPE OF WORK OF CONSULTANT

- a. Assess and advice the current domestic / global banking technology environment and the technology impact of the emerging trends like e-commerce etc. on the bank.
- b. Assess the various statutory and regulatory compliance requirements under Basel - II / III norms, Anti Money Laundering, IT Vision of RBI 2011-17 etc., and other requirements as informed by the regulator or as per fiscal policy of the country and recommend the technology requirements to the bank for such compliances.
- c. Study the existing IT infrastructure and identify the various information technology requirements which will provide strategic direction in the next 5 years, and how IT can be aligned with the bank's business strategies, duly outlining the approach to be adopted by the bank for implementation of the technological requirements of CBS Branches and Data Ware house.
- d. Identify various products & services which can be supported by the suggested IT strategies and suggest methods to integrate / streamline existing and new delivery channels.
- e. Study the IT Annual Action Plans/Targets/Achievements and IT infrastructure investments of the bank for the last 3 years and recommend actionable points for maximizing return on investments in IT.
- f. Evaluate the current network infrastructure in the Bank, identify gaps or overlapping, if any and suggest appropriate strategies to streamline the network infrastructure so as to put in place a secure and unified enterprise wide network infrastructure.
- g. Evaluate the existing MIS framework and propose a view of the desired IT applications' solutions and Data Collection strategies.
- h. Suggest ways of leveraging existing technology deployments to bring enhanced products and services to customers and to improve the quality of customer service.
- i. Based on such assessments / evaluations, draft technology plan covering the various information technology strategies to be adopted by the bank during next 5 years.



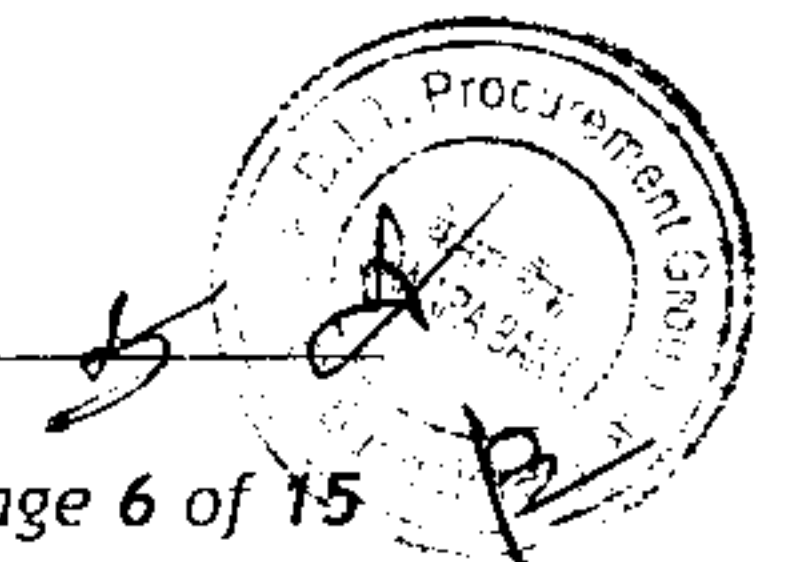
- j. Identify the approximate cost of each product by suitable price discovery mechanism.

E. CONFLICT OF INTEREST

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.
2. The IT Consultant and any of its affiliates/consortium members will not be eligible to work in any of the projects as IT implementation agency where the consultant has provided their consultancy services.
3. 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.
4. Participation by IT consultant with a conflict of interest situation will result in the disqualification.

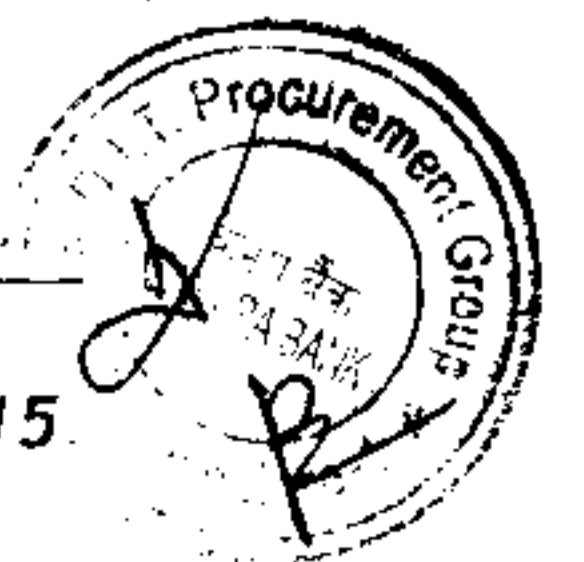
F. INSTRUCTIONS TO THE APPLICANTS

1. The response should be submitted in a structured format as per the checklist appended and it should be paginated. Each page of the application should be signed by person/s on behalf of the organization having necessary authorisation / PA to do so, duly affixing the company seal. Applications containing false or inadequate information are liable for rejection. (Copy of Power of Attorney or Authorization Letter from the company should be furnished along with the Bid)
2. Any alterations, erasures, overwriting, blanking out or discrepancies in figures etc will have to be necessarily authenticated by the authorized signatory.
3. A pre-Bid meeting of the intending bidders will be held at 3.00 pm on **Wednesday 21st September 2011** at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M G Road, Bangalore - 560 001 to clarify any point/doubt raised by them in respect of this EOI. No separate communication will be sent for this meeting. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, DIT Wing, HO Bangalore by the intending bidders before 11.00 hours IST on **Saturday, 17th September 2011**.
4. 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 Information Technology in response to EOI 05/11-12 dated 07.09.2011**". The EOI response should be deposited in the Tender Box kept at Canara Bank, DIT Wing, First floor, Naveen Complex, 14 M G Road, Bangalore - 560 001, on or before **Wednesday, 12th October, 2011, 03:00 PM**. The Bids should be addressed to:



THE DEPUTY GENERAL MANAGER
CANARA BANK
ASSET PROCUREMENT & MANAGEMENT GROUP
DIT - WING, NAVEEN COMPLEX,
14, MG ROAD, BANGALORE - 560 001

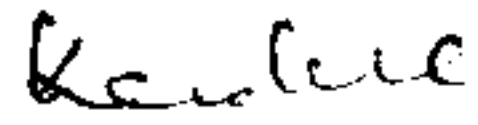
5. The EOI will be opened in the presence of the applicants on **Wednesday, 12th October, 2011 at 03.30 PM** at Canara Bank, 2nd Floor, Conference Hall, Naveen Complex, 14 M G Road, Bangalore. The applicant's representative may be present during the bid opening at our office address mentioned above well in time along with the authorization letter from the company. The applicants may note that no further notice in this regard will be given. Further, in case the Bank does not function on the aforesaid date due to unforeseen circumstances or Holiday, then the EOI will be accepted up to 03.00 PM on the immediate next working day and EOIs will be opened at 03.30 PM at the same venue on the same day. **The response not received in conformity with the above will not be evaluated.**
6. The Expression of Interest 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.
7. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender for Consultancy Services in the Bank. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
8. 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.
9. Non-submission of DD for ₹ 5,000/- towards the cost of Application or ₹ 1,00,000/- towards EMD / Bank Guarantee in lieu of EMD or both for this EOI will render the EOI application submitted by the vendor as rejected.
10. The EMD of all the bidders will be returned after finalisation of empanelment.
11. Please note that the members of the Bank's existing panel who desire to be considered on the new panel are also required to respond this " Expression of Interest"



G. CHECKLIST

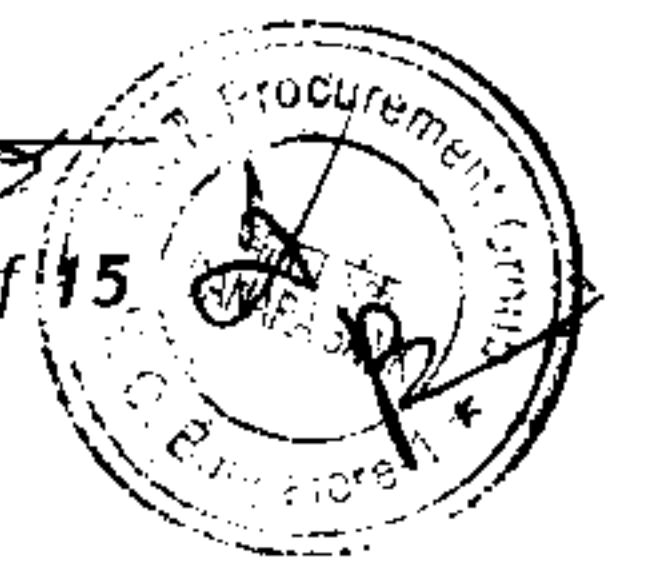
Interested applicant/s conforming to the above requirements may respond by furnishing the following.

1. Covering Letter as per **Annexure A**.
2. Applicant's Profile - **Annexure C**.
3. Write up on the Firm/Company's experience / expertise in Consultancy in IT related areas, especially, in Bank/s. (max 5 pages).
4. Three Years Audited Balance sheet & Profit and Loss A/cs.
5. List of major clients and the quantum of orders with approximate value executed to various organisations including scheduled commercial Banks for the last 2 years. - **Annexure D**
6. Copy of Power of Attorney or Authorization letter from the company designating the Authorised representative of the Company for signing the Bid document should be furnished along with the bid document.
7. Application cost by way of DD for ₹ 5,000/-.
8. A Non-interest bearing refundable deposit of Rs. 1,00,000/- by Demand Draft favouring Canara Bank payable at Bangalore or Bank Guarantee in lieu of EMD.
9. The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.



R Rajendran
Deputy General Manager





ANNEXURE - A

Covering letter format

Offer Reference No:

Date:

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

Dear Sir,

EOI Ref: EOI 05/11-12 DT: 07-09-2011

Having examined the EOI document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to empanel our firm/ company for IT Consultancy in Canara Bank in conformity with the said EOI.

If our offer is accepted, we undertake to provide IT Consultancy for the given period.

We enclose a Demand Draft for Rs. 1,00,000/- in favour of Canara Bank as EMD/ Bank Guarantee in lieu of 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 clients in India (giving their full addresses).

Our PAN number for Income Tax is _____.

We are registered with the Sales Tax/Service Tax authorities and our registration numbers are as follows.

Sales Tax/VAT Registration Number is _____.

Service Tax Registration Number is _____.

(Registration number Proof attached)

Bank Details

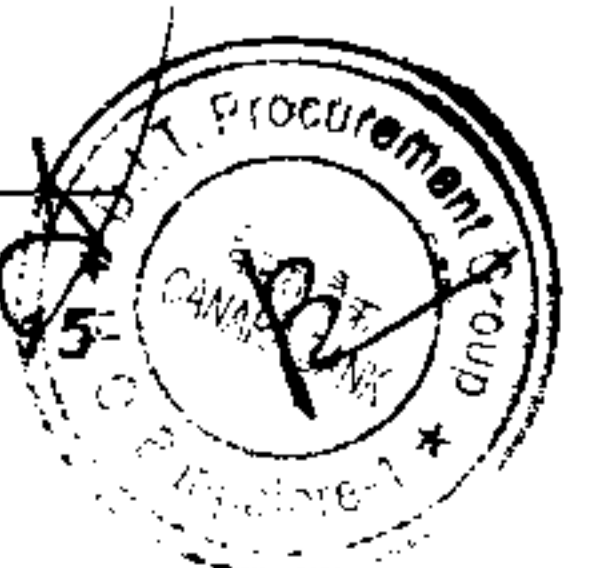
Name of Bank :
Bank Branch & Address :
Account Number :
Name of the Account :
IFSC Code :

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

Dated this _____ day of _____ 2011

Signature _____

Signature of the Authorized Signatory with date & seal



ANNEXURE - B - Authorization letter format

The Deputy General Manager
Canara Bank,
Asset Procurement & Management Group
DIT Wing
Naveen complex, 14 MG Road
Bangalore - 560 001

Date _____

Dear Sir,

SUB: Authorization Letter for attending the Bid Opening

REF: YOUR EOI NO: 05/11-12 dated 07.09.2011

This has reference to your above EOI for Empanelment of Consultants for Information Technology.

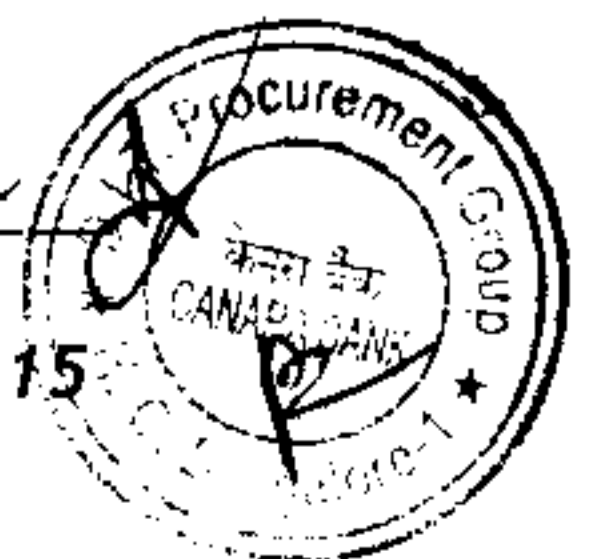
Mr. / Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above EOI on _____ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

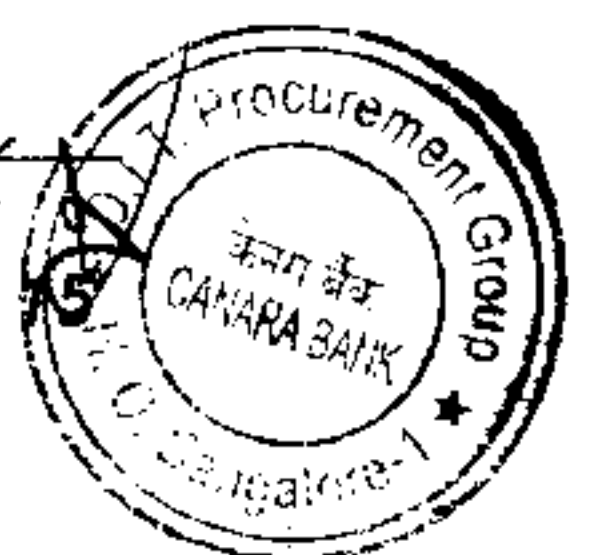
Name of Authorizing Authority



Annexure C

APPLICANT'S PROFILE

Sl. No. -	Particulars	Details (at Page no.)
A	Profile	
1	Name of the Applicant firm / company	
2	Status of Applicant (Company, Partnership, Trust, Government Owned Company etc)	
3	Year of Establishment & Details of Registration (attach Documentary Proof)	
4	Number of years experience in IT Consultancy	
5	Corporate /Registered Office Address	
6	Bangalore Branch / Office Address	
7	Telephone number	
8	Fax number	
9	Email Address	
10	Website address of the Company	
11	Key person (s) with contact details a)Head Office / Registered Office b)Bangalore Office	
12	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc for the EOI	
13	Sales Tax Number	
14	Service Tax Number (attach proof)	
15	Income Tax PAN Number(Attach Proof)	
16	Two Years Audited Balance sheet and Financial Statements Turnover and Net Profit for last two years Year 1 Year 2	
17	Enclose copies of last Income Tax return.	



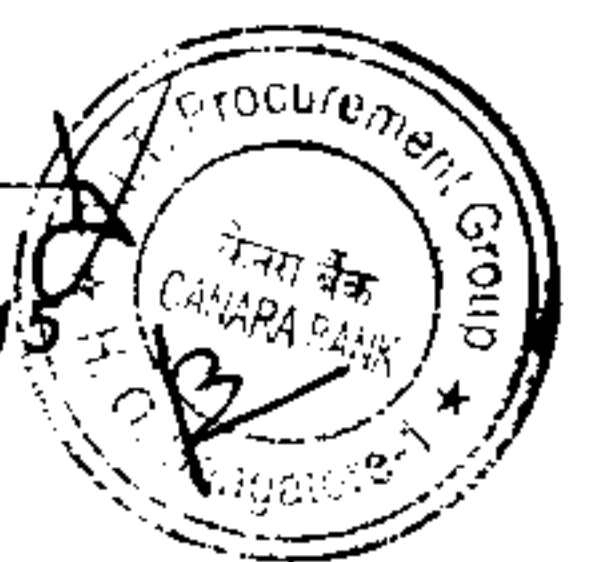
B	Technical Experience and Expertise	
1	Write up on the Company's experience/expertise in IT Consultancy (max 5 pages)	
2	Details of Global standards/Quality certifications achieved by the firm/ company	
3	No.of years experience in providing consultancy services like drafting of technology plan / road map documents for organizations.	
4	Details of Projects handled for the past two years related to Banking Sector.	

3	Details of personnel	
1	No. of Employees working in the organization with technical qualifications and professional certifications together with details of their qualifications, certifications & experience.	

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 tender is liable to be rejected.

Signature of the Authorized Signatory with date & seal



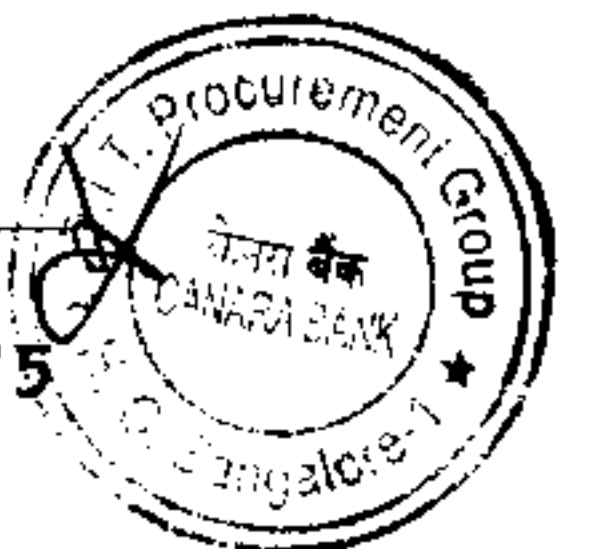
Annexure -D

LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 3 YEARS AND REFERENCES

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, IT Consultancy work ordered by the customer during last 2 years	Whether reference Letter Enclosed
1	2	3	4	5

(Enclose necessary documentary proof)

Signature of the Authorized Signatory with date & seal



Annexure E

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

.....
.....
.....
.....

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 "Employer";

KNOW ALL MEN by these presents that we,(name of the issuing Bank), a body corporate constituted under the having its Head Office atamongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the employer for the sum of Rs_____ .

(Rupees_____ only) for which payment well and truly to be made to the said Employer, 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 Employer 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 Employer up to the above amount upon receipt of his first written demand without the Employer having to substantiate his demand, provided that in his demand the Employer 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 herein contained,

(i) Our liability under this 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 the Guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 20____

SIGNATURE OF THE BANK

