

BPR Division, No.29, K.R. Road, Dwarakanath Bhawan,  
Basavanagudi, BANGALORE: 560 004. Karnataka State.  
PHONE NO. 080-26622595, Website: [www.canarabank.com](http://www.canarabank.com)

## EXPRESSION OF INTEREST

### For Management Consultancy in the area of Business Process Reengineering

**Canara Bank** invites “Expression of Interest” from reputed Management Consultant Firms for assisting the Bank in implementing “Business Process Re-engineering - (BPR)” and advising appropriate measures for further strengthening the **Bank’s performance so as to excel in all parameters**. The Bank intends to reorient all its activities including effective utilization of technological processes in a suitable way as to generate excellent performance in terms of Business growth with Customer satisfaction which eventually results in maximizing the returns to all the stake holders through the Business Process Re-engineering initiatives.

#### **A. BACKGROUND :**

- ✓ Canara Bank, a leading Public Sector Bank, presently has 3603 branches, 158 Administrative / Service units spread across the country besides the presence of 7 Overseas branches / representative units. All the branches are CBS enabled and the same are controlled by Administrative units.
- ✓ The Bank has brought in several processes under Information Technology through extensive investment, networking and collaborated workflow including centralization of certain back-office functions.

#### **B. OBJECTIVES :**

The Business Process Re-engineering agenda contemplates taking a pragmatic approach to all the existing work flow/processes, incorporating the necessary modifications in the functioning of Branch working processes, work flows, roles and responsibilities, centralization of back office functions, plan for re-skilling and re-orientation of employees resulting in suitable re-orientation and further leverage upon the technological architecture in order to generate excellent performance in terms of Business growth with Customer satisfaction and give the best returns to all the stakeholders.

#### **C. ELIGIBILITY CRITERIA :**

The applicants should fulfill the following eligibility criteria;

1. The applicant should be a Firm/Company (including Multinational Company) established in India and shall be in existence for the last 5 years as on 31-3-2012. (In case of merger/acquisitions/restructuring or Name Change, the date of establishment of earlier original firm / entity would be taken into account. No two entities joining together (JVs) specific to this project will be considered. Banks’ decision will be final in its acceptance).

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2. The applicant should have prior experience of having successfully completed at least 3 projects in India on “**Business Process Re engineering**” in the financial sector and out of which at least one project should be for a Public Sector Bank in India. (Successfully completed means, the final BPR report should have been accepted by the Public Sector Bank and does not mean completion of its implementation).
3. The applicant should not have been barred / blacklisted / disqualified by any Regulators / Statutory Body in India. A suitable disclosure shall be made to this effect in a separate letter head of the applicant firm.

**D. HOW TO APPLY:** The eligible and interested applicants may download the document from the website of Bank namely [www.canarabank.com](http://www.canarabank.com) or NIC website [www.tenders.gov.in](http://www.tenders.gov.in). The Expression of Interest (EOI) with documents of credentials including experience of working in India with clients comparable in size and complexity with Canara Bank, details of establishment in India including years of operation of office in India, Number of professionals in India, Resumes of senior people who are likely to lead the assignment, select reference of Senior Executives from Clients familiar with the Consultant’s service etc., shall be submitted to the Bank ( as per the address furnished here below in a sealed cover & super scribed as “ **Application for Management Consultancy – Business Process Re-Engineering for Canara Bank**”. The applicants shall furnish the details of key personnel in their firm/company who will be associated with this project and are related to Executives of Canara Bank in Scale VI and above.

**WHOM TO SUBMIT:**

**GENERAL MANAGER  
CANARA BANK  
BPR Division, No.29, K.R. Road,  
Dwarakanath Bhawan, Basavanagudi,  
BANGALORE: 560 004, Karnataka State.**

Contact Person : Shri. P. Subbaramanian, AGM. Phone : 080-26622595

**E. SHORT LISTING OF CONSULTANTS FOR THE PURPOSE OF RFP:**

- A committee consisting of Senior Executives of our Bank will examine the documents submitted by the applicants in connection with the Expression of Interest.
- The Committee will prepare a list of consultants fulfilling the eligibility criteria based on the relative experience and expertise as revealed in the Expression of Interest and may call for any additional details.

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- The consultants meeting the eligibility criteria as above will be called for a presentation before the said Committee and the committee will shortlist the consultants for issuing the RFP.
- A Request for proposal (RFP) will be prepared by the Bank. The shortlisted consultants shall be sent an invitation to submit the technical and commercial bids as per RFP document. Bank's decision in this regard would be final.
- This is not a request for proposal and commercials are not required to submit with the Expression of Interest.

The last date of submission of EOI is **05-11-2012** before **3.00 p.m.** No Expression of Interest will be accepted after this date and time.

Bank will not be responsible for any postal delays and submission by way of e-mail is not acceptable.

The Bank reserves the right to accept or reject any application without assigning any reason whatsoever.

**APPLICATION FORM**

APPLICATION FORM TO BE SUBMITTED BY MANAGEMENT CONSULTANTS FOR RENDERING COMPREHENSIVE SERVICE TO CANARA BANK IN THE LINE OF BUSINESS PROCESS ENGINEERING – EXPRESSION OF INTEREST.

1	Name of the Applicant Firm (Parent Organisation)	
	Head quarters	
	Complete address	
2	Constitution	
3	Names of the Partners/ Directors (with professional qualification)	
	1.	
	2.	
	3.	
	4.	
4	Year of establishment	
5	Details of Indian Establishment	
	Registered Office address	
	Year of establishment	
	Head of the Indian establishment	
	Constitution	
6	Whether registered with Registrar of Companies/ Firm. If so, please furnish details thereof	
7	Registration with Tax authorities :	
	a. Income-tax PAN	
	b. Value Added Tax No.	
	c. Service Tax No.	
	d. Registration / affiliation details in India	
8	Specify your fields of core competencies. Mention the fields on preferential basis with reference to management consultancy and particularly on Business Process Re engineering.	

**9. Details of the Projects executed in financial sector & Public Sector Banks.**

(Please mention only such Projects as per eligibility criteria)

Sl. No.	Project	Project executed for (Name of the organization with address, phone numbers etc.)	Nature of work in brief	Location of the work	Actual value of the Project	Stipulated time for completion	Actual time taken for completion

NOTE: Copies of satisfactory completion certificate obtained from the client shall be Enclosed. Use separate sheet for each project giving details as per the above format.

**10. Key personnel permanently employed in your organization:**

Sl. No.	Name	Qualifications	Experience	Particulars of Project done	Employed in your firm since	Any other details

**11. Details of Executives working in Canara Bank in Scale VI and above related to key personnel of your organisation associated with this project listed in item 10 above:**

NAME & DESIGNATION OF THE BANK OFFICIAL	NAME OF YOUR EMPLOYEE TO WHOM RELATED.	RELATION SHIP DETAILS.

**12. CLIENT REFERENCES:** Furnish the names of responsible clients / persons to whom the qualifying projects were carried out by the applicant with address and telephone numbers who will be in a position to clarify the details of work/Project.

Name of the Official	Organization & address	Contact Numbers

**Declaration :**

1. All the information furnished by us here in above is correct to the best of our knowledge and belief.
2. We have no objection if enquiries are made about the work listed by us in the accompanying sheets / annexures.
3. We agree that the decision of CANARA BANK in selection process will be final and binding on us.
4. We confirm that we have not been barred / blacklisted / disqualified by any Regulators / Statutory Body in India and we understand that if any false information is detected at a later date, the assignment shall be cancelled at the discretion of the Bank.

Place:

SIGNATURE OF THE APPLICANT

Date:

NAME & DESIGNATION

SEAL OF ORGANISATION