केनरा बैंक Canara Bank

Corrigendum-3 to GeM Bid ref. no GEM/2024/B/5127791 dated 16/07/2024 for Selection of Vendor for Implementation of Customer Engagement and Personalization Platform for Mobile Applications in Canara Bank.

It is decided to amend the following in respect of the above RFP:

a.

Sl. No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	ATC Annexure-2 Pre-Qualification Criteria	C. Capability & Support Infrastructure Sl. No: 11	**Pre-Qualification Criteria:** The bidder should be able to support the following languages: English, Hindi, Bengali, Kannada, Gujarati, Malayalam, Tamil, Telugu, Oriya, Punjabi, Marathi.	**Pre-Qualification Criteria:** "The platform should be able to support communication/content/creatives in the following languages: English, Hindi, Bengali, Kannada, Gujarati, Malayalam, Tamil, Telugu, Oriya, Punjabi, Marathi."
2.	ATC Annexure-15 Bill of Material	Annexure-15 Bill of Material	Annexure-15 Bill of Material	Amended Annexure-15 Bill of Material
3.	ATC Annexure - 9 B	Annexure - 9 B	Annexure - 9 B	Amended Annexure - 9 B

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP

Date: 26/08/2024
Place: Bengaluru

Deputy General Manager

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Annexure-15
Bill of Material

SUB: Selection of Vendor for Implementation of Customer Engagement and Personalization Platform for Mobile Applications in Canara Bank

Ref: GEM/2024/B/5127791 dated 16/07/2024.

Notes
1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. The base location for the project execution would be Bangalore.
3. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
4. Do not change the structure of the format nor add any extra items.
5. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table - A

One-time Implementation & Integration Cost for Personalization Solution

[Amount in Rs.]

Sl. No.	Item Details	Price details (Excl. of Taxes)	Tax for Column a		Total Cost for Implementation (Incl. of Tax)
			% of Tax	Tax amt.	
		a	b	c	d=a+c
1	One Time Implementation & Integration Cost for Personalization Solution as per Scope of Work and Technical Requirements of the RFP				

Table - B

Active User Charges

[Amount in Rs.]

Sl. No.	Unit Cost/ active User (Excl. of Taxes)	No. of active users per month*	No of Months	Total cost for active users [Excl. of Taxes]	Tax for Column D		Total cost for active users [Incl. of Taxes]
					Tax %	Tax Value	
	A	B	C	D= AXBXC	T	E	F=D+E
1		1,00,00,000	24				

Active User: A user who has generated trackable information as configured by bank on his own (for example, if bank has not set login as trackable event and set balance enquiry as trackab...

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event then all the user logging in shall not be considered as active user but the user who have done balance enquiry shall be considered as active user for that month).

or

The user to whom bank is actively sending communication/ messages/ notification in a particular month.

*No. of active users count is indicative only and does not reflect present/future user base or the Targeted user base for offering personalized services. The user base may increase/ decrease over the course of engagement and charges payable shall be on actual monthly active user count.

Table - C
Charges for Dedicated Onsite Resources

[Amount in Rupees]

Sl. No.	Description	Charges for one resource Per Month [Excl. of Taxes]	No. of Months	No. of Resources**	Total Charges for resources [Excl. of Taxes]	Tax for Column D		Total Charges for resources [Incl. of Taxes]
						Tax %	Tax Value	
		A	B	C	D=AXBXC	E	F	G=D+F
1	Dedicated Onsite Support charges		24	4				

**The No. of resources mentioned in Table-D is indicative only and Bank at its discretion to increase/decrease the no. of onsite resources based as per requirement. The charges quoted above shall be fixed for the entire contract period.

Please Note:

1. Platform is expected to be a low-code, no-code one, enabling bank users to carry out desired activities without any code changes. Depending on the complexity, onsite resources are required to partner with bank to bridge the gap between Banks' internal expertise and required know-how to develop/configure the platform to achieve the set KPIs, will be assisting the bank team in carrying out daily activities supporting, configuring and developing etc.

2. Such resources should have hands-on experience in handling the platform, should have relevant certification/Qualification. Bidder to submit relevant certificate and applicability of the same in platform usage.
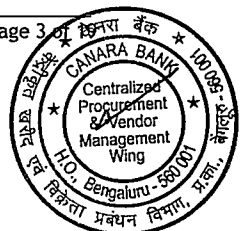
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[Amount in Indian Rupees]

| Sl. No.	Details	Total Cost [inclusive of tax]
1.	Total Cost as per Table-A	
2.	Total Cost as per Table-B	
3.	Total Cost as per Table-C	
4.	Grand Total (Total of Row 1, Row 2 & Row 3 of Table D)	

Undertaking

i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.

ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.

iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.

iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.

v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal
Name:
Designation:

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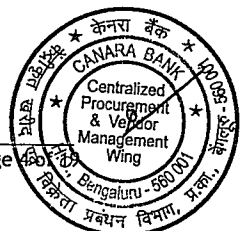
Annexure- 9 B

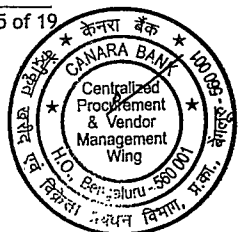## Functional and Technical Requirements

SUB: Selection of Vendor for Implementation of Customer Engagement and Personalization Platform for Mobile Applications in Canara Bank

Ref: GEM/2024/B/5127791 dated 16/07/2024.

	Note:
(a)	The specifications of proposed Personalization and Customer Engagement Solution are detailed below. These specifications are only indicative but not exhaustive.
(b)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications/ superior features suggested/ offered.
(c)	The bidder shall provide all other required equipment's and/or services, whether or not explicitly mentioned in this GeM bid, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
(d)	The bidder shall own the responsibility to demonstrate that the solution offered are as per the specification/performance stipulated in this GeM bid and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

I. **Mandatory Requirements: No Marks are assigned for complying to these requirements, however noncompliance to any of these Mandatory Requirements will automatically disqualify the bidder.**

Sl. No.	Technical and Functional Requirements	Compliance Yes/ No	Remarks
A.	**Cloud Related Requirements**		
1.	As per **Annexure- 17**		
B.	**SDK Related**		
1.	Vendor is able to supply SDK under size 5Mb with all the required features		
2.	Vendor Supplied SDK is having well defined Fallback mechanism with hard limit on initial load time, response time, availability of offline mode, timeout management		
3.	Vendor is able to implement new journeys, use cases and nudges without requiring any changes in SDK integrated in		

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	Bank's Apps in graphical user interface based low code - no code environment		
4.	Vendor Supplied SDK is having all required feature to capture event (such as, but not limited, button click, moving away from page, page closure, app switch app closure, rage click etc.) and send the same to processing platform in real-time for further processing.		
C.	**PII Masking, PII Anonymization, PII Encryption, PII Tokenization**		
1.	Vendor should supply mechanism to keep the PII in Bank's on Premises Environment or should provide the technology to PII Masking, PII Anonymization, PII Encryption, PII Tokenization. The activity of PII Masking, Anonymization, encryption, tokenization should be carried out on premises and PII shall not be available in plaintext either as data at rest or data at transit.		
D.	**User Access Control**		
1.	Vendor Supplied system is having ability have Maker Checker Functionality for every action impacting users, user data etc.		
2.	Vendor Supplied system is having ability to create and manage admin profile with the ability to create, manage, classify and assign roles and permissions for different users.		

II. Functional and Technical Requirements

The bidder should provide their response to the Technical and Functional Requirements by giving the compliance level as explained below. Explanations/suggestions of the bidder against each requirement should be given in the Remarks column. If more explanation of a point is needed, documents can be attached to Remarks Column of the respective requirement.

Compliance	Description	Marks
A	Already Available FULLY in the product.	100%
B	Not Available but can be provided. Should be included in the version of the product being supplied before implementation. (Free of charge)	50%
C	Not Feasible in the product due to architecture or structural limitations.	0

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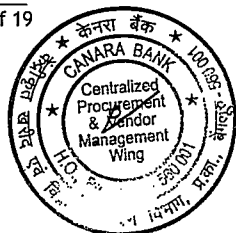| Sl. No.	Technical and Functional Requirements	Max. Marks	Compliance A,B,C	Remarks
A.	**Mobile App Specific SDK**			
1.	Vendor is able to provide SDK for Apple iOS (17.0 or later) and Android (7.0 or later) Mobile Applications	8		
2.	Above SDK should support various versions (as used by Bank's existing/ upcoming platform) of • FlutterFlow • React Native • Kotlin • Swift • Native to iOS/Native to Android • Xamari • Ionic • Unity • Capacitor	6		
3.	Vendor Supplied SDK is, on its own, capable of rendering • Personalization layer/wrapper • Various types of notification (as listed below) • Various types of nudges and badges	8		
4.	Vendor is able to provide API/Event Handlers for capturing various types of events through SDK and support the existing app platform provider for integration.	8		
5.	Vendor Supplied SDK is capable of automatically summarize/ send the event data to its cloud for further processing	6		
6.	Vendor is able to provide, as part of SDK, a robust automatic fallback mechanism to prevent any server-side delay, data fetching delay etc.	6		
7.	Vendor Supplied SDK is capable of capturing • Customer preferred/ set language • Location information • Usage/login/access Patterns • Propensity of customer to different types of notification/ nudges Blocking of notification	8		

Canara Bank, CP & VM Wing, HO - Corrigendum-3 to GeM Bid reference GEM/2024/B/5182298 dated 16/07/2024   Page 7 of 19

8.	Vendor Supplied SDK should have notification history to create cache of recent/ historical notifications and show on demand to customers	2		
9.	Vendor Supplied SDK should have ability to render Rich Landing Page (HTML 5 Pages)	2		
B.	Data Acquisition, Aggregation and Exchange Capabilities			
1.	Vendor Supplied system is capable of accepting Bank's customer data/ Campaign Data/Target Cohort Data/Any other relevant data in the CSV/Flat File formats. The following features must be available in the solution: • To upload customer data (detailed/Segmented) from the offline data sources. • To Update/Augment properties of existing customers on the dashboard. • During the customer data ingestion process, system should also have the ability to re align existing customer to newer/other real-time segmentations.	3		
2.	Vendor Supplied system is capable of fetching data on Real-time, hourly, daily, weekly, monthly. Vendor must ensure that the solution must support the following data import mechanisms. • API mechanism to create and update customer properties, customer events and target audience segments. • File Imports mechanisms to allow Bank to import customer properties and events through files stored inside the SFTP folders. • Adhoc data imports in the CSV format through API/Flat file/SFTP mechanisms. • Should also have the ability to import data to from any data warehouse/Data Lake House Implementation	3		

		3		
3.	Vendor Supplied system is capable of exporting preprocessed/post processed Customer Interaction/Behavior data captured through SDK integrated in the Bank's Mobile App to the Bank's internal systems on Real-time, hourly, daily, weekly, monthly. Vendor must ensure that the solution must support the following data export mechanisms. • API mechanism to export customer properties, customer events and campaign data. • Should also have the ability to export data to any data warehouse/ Data Lake House Implementation			
4.	Vendor Supplied system is capable of Acquiring the Customer behavioral data, Interaction data, Event associated with app usage, dropped transaction data, transaction resulted into error data etc. wherever Bank is able to provide the event triggers. Vendor Supplied system is capable of summarizing the same and exporting it to Bank's internal platforms.	3		
5.	Vendor Supplied system is capable of Acquiring/Exporting customer data/Campaign data/ Campaign target /Creatives /Messages etc. to and from CRM Solution of the bank on Real-time, hourly, daily, weekly, monthly. Vendor must ensure that the solution must support the following data import mechanisms. • API mechanism • File Imports/Export mechanisms through files stored inside the SFTP folders. • Adhoc data import/Export in the CSV format through API/Flat file/SFTP mechanisms.	3		
6.	Vendor Supplied system is capable of Acquiring/Exporting messaging data, target customer data, Message delivery data to and from, SMS Solutions, Whatsapp Banking Solutions, Email Solutions and any other channels bank provides on Real-time, hourly, daily, weekly, monthly. Vendor must ensure that the solution must support the following data import mechanisms. • API mechanism • File Imports/Export mechanisms through files stored inside the SFTP folders. • Adhoc data import/Export in the CSV format through API/Flat file/SFTP mechanisms. Vendor Supplied system is capable of embedding Click to Action mechanisms/ Feedback Collection mechanisms,	3		

	Delivery/Read Receipt mechanisms to messages delivered through customer engagement channels wherever applicable. Data Acquired from such mechanisms shall be part of customer interaction data for further processing.			
7.	Vendor Supplied system is capable of embedding Click to Action mechanisms/ Feedback Collection mechanisms, Delivery/Read Receipt mechanisms to messages delivered through above customer engagement channels wherever possible. Data Acquired from such mechanisms shall be part of customer interaction data for further processing.	3		
8.	Vendor Supplied system is having its own configurable dashboard for displaying various metrics.	2		
9.	Vendor Supplied system is capable of exporting the any required data/Reports/ Performance matrices to reporting toolset of the bank such as PowerBI, Tableau etc.	2		
C.	**Real-time Analytics and Data Processing capabilities**			
1.	Vendor Supplied system is capable of conducting rule based as well as AI/ML based analytics/processing of App Generated data to augment customer profile/ segmentation information received from Bank's platforms on real-time basis.	3		
2.	Vendor Supplied system is capable of classifying/reclassifying customers into segments, sub segments and micro segments on real-time basis based on real-time interaction data as well as existing segmentation data from Bank's platform on the basis of predefined rules as well as AI/ML Models.	3		
3.	Vendor Supplied system is capable of classifying/reclassifying customers into segments, sub segments and micro segments on real-time basis based on real-time interaction data as well as existing segmentation data from Bank's platform using scripting using one of the scripting language Python, SQL, R, JAVA, PHP.	3		

4.	Vendor Supplied system is capable of classifying/ reclassifying customers into segments, sub segments and micro segments on real-time basis based on real-time interaction data as well as existing segmentation data from Bank's platform using logical operators and combination/nesting of logical operators.	3		
5.	Vendor Supplied system is capable of linking the users to multiple segments vice-versa, automate reclassification on the basis of transactions/ events or Bank's Analytical output. Vendor Supplied system is capable of end user de-duplication based on rules and AI/ML models.	2		
6.	Vendor Supplied system is capable of classifying/ reclassifying customers into segments, sub segments and micro segments on real-time basis based on Geo Location, Transactions, events generated through event triggers.	2		
7.	Vendor Supplied system is able to carry out text operator, Number operator, Date operator-based analytics to carry out classifying/reclassifying customers into segments, sub segments and micro segments on real-time basis.	2		
8.	Vendor Supplied system is able to carry out event-based analytics on real-time basis to identify funnel drops, user journey status, user propensity, requirement, retentions, etc.	2		
9.	Vendor Supplied system is able to carry out RFM analysis and create customer segments based on same.	2		
10.	Vendor Supplied system is able to carry out analytics on customer feedback, interactions, complaints, survey responses etc.	2		
11.	AI/ML tools part of Vendor Supplied systems are capable of Continuous Improvement by measuring and optimizing the performance metrics.	1		
12.	Vendor Supplied system is having analytical tools to carry out real-time Behavioral and Trend Analytics	2		

13.	Vendor Supplied system is having analytical tools to carry out real-time Funnel Analytics	5		
14.	Vendor Supplied system is able to provide system generated Next Best Action prompt on leads based on ML/AI triggers, previous interactions, lead scoring, etc.	5		
15.	Vendor Supplied system is able to conduct user path analytics and provide metrics on bottlenecks for improving user experience.	5		
16.	Vendor Supplied system is having analytical tools to carry out real-time A/B testing and Multivariate testing on messages, personalized journeys and offers	4		
17.	Vendor Supplied system is having analytical tools to carry out App uninstall Analytics, Notification Block Analytics	5		
18.	Vendor Supplied system is able to carry out analytics arrive at next best offer next best message, next best service etc. depending on customers interaction in real-time basis.	4		
D.	**Campaign Handling**			
1.	Vendor Supplied system is able to obtain the campaign information, segmentation, schedules, content etc. from CRM System of the bank.	3		
2.	Vendor Supplied system is able to Orchestrate customer engagement through relevant channel and personalization in mobile apps based on campaigns set by CRM System.	4		
3.	Vendor Supplied system is able to Schedule messaging based on campaigns, cohorts, segments, sub segments, micro segments, user propensity, channel preference, preferred/best time.	3		
4.	Vendor Supplied system is able to trigger the campaign based on event, user interaction (or lack thereof), user shift from one segment to another, Geo Fencing, etc.	3		
5.	Vendor Supplied system is able to trigger localized(language, event etc) campaign.	3		

6.	Vendor Supplied system is able to track campaign progress and success, hit rates, etc. and provide such information to Bank's reporting system.	3		
7.	Vendor Supplied system is able to conduct multi variate testing on campaign content, channel, cohort, segment, sub segment , microsegment etc.	3		
8.	Vendor Supplied system is able to put a limit user/customer wise on how many concurrent campaign they are targeted to avoid fatigue.	3		
9.	Vendor Supplied system is able to put a limit on messaging timing based on time zones, DND hours, calamities etc.	3		
E.	**Push Notification**			
1.	Vendor Supplied system is able to send push notification using APNS Device Token/FCM Registration Token or any other upcoming mechanism which bank is able to provide access to.	3		
2.	Vendor Supplied system is having collection of no code – low code templates accommodating various types of text and multimedia content.	3		
3.	Vendor Supplied system is having ability to create bank defined templates	3		
4.	Vendor Supplied system is having ability to conduct a/b testing and measure and indicate/show success rate of templates for further decision making	3		
5.	Vendor Supplied system is having ability to push notification originating from: • Customer segmentation • API triggers (should provide API) • Scheduled (from campaign, general, customer event etc) • Geo Fence • Device offline • OTP • Transaction Alerts • Broadcast • To single user • To segment • Event trigger from app	10		
6.	Vendor Supplied system is having dictionary-based, AI/ML filtering to filter our any	2		

	irrelevant/inconsistent/obscene words etc. even if accidentally pushed by bank user			
7.	Vendor Supplied system is having Generative AI (Gen-AI) assistance to create message content and creatives.	3		
8.	Vendor Supplied system is having capability to provide Deep Linking/Screen Navigation ability to push notification.	3		
9.	Vendor Supplied system is having capability provide CTA, copy specific content, dial a number, Send particular response etc. ability to push notification.	3		
10.	Vendor Supplied system is having capability provide Rich Media Linkage ability to push notification.	3		
11.	Vendor Supplied system is having capability provide Rich Landing page Linkage facility	3		
12.	Vendor Supplied system is having capability to send localized content, language and schedules	3		
13.	Vendor Supplied system is having capability to create, manage and send various types of push notifications. List of expected types of notifications, but not limited to, Basic text, image, audio, video, animation, interactive, Rich media, rating, review, carousels, Timer notifications etc.	5		
14.	Vendor Supplied system is having capability to create, manage App inbox and showcase any notifications sent to user, even if user has blocked them	2		
F.	In app Notification			
1.	Vendor Supplied system is having collection of no code - low code templates accommodating various types of text and multimedia content. Should have commonly used templates such as Star Rating, Feedback capture, Multi-button, full screen , half screen, random shape, sticky, non-sticky etc. with animation.	3		
2.	Vendor Supplied system is having ability to create bank defined templates	3		
3.	Vendor Supplied system is having ability capture, process and respond to user interaction within a notification	3		

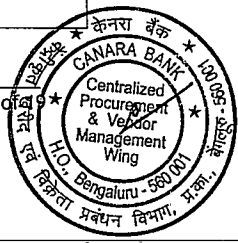|				
4.	Vendor Supplied system is having ability capture, process r user inputs within the notification. There must be mechanism to handover User input to app.	3		
5.	Vendor Supplied system is having ability restrict number of times, frequency and aggressiveness at global level, segment level, campaign level	3		
6.	Vendor Supplied system is having ability show in app notification based on • Customer segmentation • API triggers (should provide API) • Scheduled (from campaign, general, customer event etc) • Geo Fence • Device offline • OTP • Transaction Alerts • Broadcast • To single user • To segment • Event trigger from app	5		
7.	Vendor Supplied system is having dictionary-based, AI/ML filtering to filter our any irrelevant/ inconsistent/ obscene words etc. even if accidentally pushed by bank user	3		
8.	Vendor Supplied system is having Generative AI (Gen-AI) assistance to create message content and creatives.	3		
9.	Vendor Supplied system is having capability provide Deep Linking ability to In-app notification.	3		
10.	Vendor Supplied system is having capability provide CTA, copy specific content, dial a number, Send particular response etc. ability to push notification.	3		
11.	Vendor Supplied system is having capability provide Rich Media Linkage ability to In-app notification.	3		
12.	Vendor Supplied system is having capability provide Rich Landing page Linkage facility	3		
13.	Vendor Supplied system is having ability to conduct a/b testing and measure and indicate/ show success rate of templates for further decision making	3		
14.	Vendor Supplied system is having ability to navigate to particular screen with data prefilling in response to user interaction within a notification	3		

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15.	Vendor Supplied system is having capability to send localized content, language and schedules	3		
G.	**RCS, SMS, EMAIL, Whatsapp Messaging**			
1.	Vendor Supplied system is having ability to push RCS, SMS, EMAIL, Whatsapp Messaging on the basis of Schedules, rules, AI/ML Models	2		
2.	Vendor Supplied system is having ability to integrate Bank's RCs, SMS, EMAIL, Whatsapp service provider through, DB Links, APIs, SFTP Transfer etc.	2		
3.	Vendor Supplied system is having collection of no code – low code templates accommodating various types of text and multimedia content. Should have commonly used templates such as Star Rating, Feedback capture, Multi-button Click to Action.	2		
4.	Vendor Supplied system is having ability to create bank defined templates	2		
5.	Vendor Supplied system is having ability capture user interaction depending on the feasibility of the channel	2		
6.	Vendor Supplied system is having ability restrict number of Messages, frequency and aggressiveness at global level, segment level, campaign level	2		
7.	Vendor Supplied system is having ability Send messages on • Customer segmentation • API triggers (should provide API) • Scheduled (from campaign, general, customer event etc) • Geo Fence • Device offline • OTP • Transaction Alerts • Broadcast • To single user • To segment • Event trigger from app	4		
8.	Vendor Supplied system is having dictionary-based, AI/ML filtering to filter our any irrelevant/ inconsistent/ obscene words etc. even if accidentally pushed by bank user	2		
9.	Vendor Supplied system is having Generative AI (Gen-AI) assistance to create message content and creative.	2		

| No.		Weightage		
10.	Vendor Supplied system is having capability provide Deep Linking ability to messages	2		
11.	Vendor Supplied system is having capability provide CTA ability to messages	2		
12.	Vendor Supplied system is having capability provide Rich Media Linkage ability to messages	2		
13.	Vendor Supplied system is having capability provide Rich Landing page Linkage facility	2		
14.	Vendor Supplied system is having ability to conduct a/b testing and measure and indicate/show success rate of templates for further decision making	2		
15.	Vendor Supplied system is having capability to send localized content, language and schedules	2		
H.	**Personalization and Journey Building**			
1.	Vendor Supplied system is having ability to personalize the Creative, Messages and Multimedia Contents in graphical user interface based low code - no code environment	6		
2.	Vendor Supplied system is having ability to define Journeys, entry point, exit point, entry cohort/ segment, exit cohort/ segment, step/paths in graphical user interface based low code - no code environment	6		
3.	Vendor Supplied system is having ability to Trigger the journey Entry/ exit automatically upon Entry/ Exit criteria	6		
4.	Vendor Supplied system is having ability to Attach Message, Notification, Nudge etc. templates at each stages/event of journey	6		
5.	Vendor Supplied system is having ability to Attach Channel of communication and respective template/ content at each stages/ event of journey	6		
6.	Vendor Supplied system is having ability to schedule nudge, messages, notification on inactivity or activity within the journey path	6		
7.	Vendor Supplied system is having ability to define Journey split/ divert/ branching due to user segment changes etc.	6		

8.	Vendor Supplied system is having ability to Test and validate journey before deployment	6		
I.	**Content and Creative Management.**			
1.	Vendor Supplied System is having Content and Creative Management Capabilities	3		
2.	Vendor Supplied System is able to accept various types of creative contents in different formats of image, audio, video, animation, web and documents	3		
3.	Vendor Supplied System is able to tag/attach, include, send and deliver such creative contents to users through various communication channels	3		
4.	Vendor Supplied System is able to carry-out A/B Testing, Multivariate Testing on Creative and Contents and is able to show performance metrics	3		
	Total Marks	350		
	Marks after Normalization	40		

Notes:

a. The bidder should score mandatorily 60% in each section individually (Section A to Section I) to qualify under the Technical Proposal evaluation.

b. The bidder should score minimum 75% marks from the above Technical & Functional requirements of **Section II** against total marks to qualify under the Technical Proposal evaluation.

c. Any specification declared Compliant, vendor shall demonstrate through demo app. However, if it is found non-compliant during Technical evaluations based on the artefacts presented or POC (if called for) will lead to disqualification.

d. Bidder should showcase above specifications/ features and provide relevant document.

e. **Bidder to note that all features marked as "A" (Already Available FULLY in the product), and agreed by the bidder, must be available for demonstration during "Presentation and Product Demonstration".** During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders.
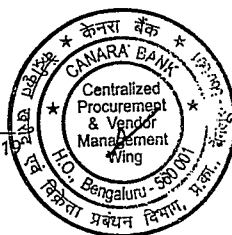
केनरा बैंक ◁◸▷ **Canara Bank**

Declaration:

1. We hereby confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the Bid.

2. We hereby confirm that we have back to back arrangements with third party software/cloud for providing continuous and un-interrupted support to meet SLAs obligations as per bid terms.

3. 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 tender is liable to be rejected.

Date: **Signature with seal**
Place: **Name:**
                                                    Designation: