

Corrigendum-1 to GeM Bid ref: GEM/2023/B/4331799 dated 12/12/2023 for Selection of service provider for establishment & management of Contact Center operations in a fully outsourced model in Canara Bank.

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

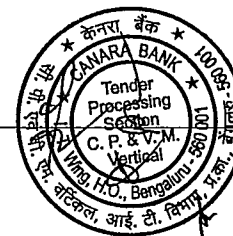
a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1):

Description	Existing details	Amended details
Bid End Date/Time	08/01/2024, 15:00:00	<u>19-01-2024, 15:00:00</u>
Bid opening Date/Time	08/01/2024, 15:30:00	<u>19-01-2024, 15:30:00</u>

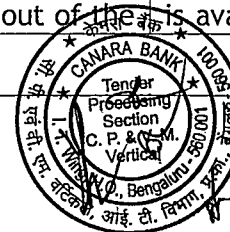
b.

Sl No.	Section/Annexure/Appendix of GeM Bid	Clause No./ Sl. No.	Existing Clause	Amended Clause
1	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Section B - Introduction	2. <u>Definitions:</u> 2.9. 'Agent' means Customer Service Associate (CSA), or Sr. Customer Service Associate (Sr. CSA) used interchangeably in this document. For this RFP, agent also means Full Time Equivalent (FTE) logging for an aggregate 192 hours (24 days*8 hours) in a month and the payment terms will be based on the number of FTEs employed and service rendered.	2. <u>Definitions:</u> 2.9. 'Agent' means Customer Service Associate (CSA), or Sr. Customer Service Associate (Sr. CSA) used interchangeably in this document. For this RFP, agent also means Full Time Equivalent (FTE) logging for an aggregate <u>184 hours (23 days*8 hours (inclusive of upto 8 hour ongoing training and exclusive of breaks and advances))</u> in a month and the payment terms will be based on the number of FTEs employed and service rendered.

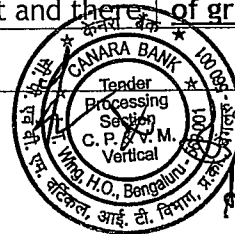
2	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Section B - Introduction	<p>5.Requirement details</p> <p>5.3: Capacity</p> <p>5.3.2 The Bank is evaluating a Service Provider to cater to a capacity of approximately 1000 agents for Canara Bank, inclusive of both inbound and outbound call center process. This capacity shall be re-evaluated on an annual basis based on parameters like performance of the Service Provider, data forecasting, use-case additions, and performance of digital and non-digital modes of communication, etc. The Bank can increase or decrease the manpower requirement as per Bank prerogative from time to time in future.</p>	<p>5.Requirement details</p> <p>5.3: Capacity</p> <p>5.3.2 The Bank is evaluating a Service Provider to cater to a capacity of approximately 1000 <u>FTEs</u> for Canara Bank, inclusive of both inbound and outbound call center process. This capacity shall be re-evaluated on an annual basis based on parameters like performance of the Service Provider, data forecasting, use-case additions, and performance of digital and non-digital modes of communication, etc. The Bank can increase or decrease the manpower requirement as per Bank prerogative from time to time in future.</p>
3	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Section C - Deliverable and Service Level Agreements	<p>7. Performance controls</p> <p>7.1.1 Sl. No. System availability value for month</p> <p>Penalty</p> <p>1 >= 99.9% Nil</p> <p>2 > 99% but < 99.9% 1% of monthly cost *</p> <p>3 >= 98% but < 99% 2% of monthly cost *</p> <p>4 < 98% 4% of monthly cost*</p> <p>5 <95% 7% of monthly cost *</p> <p>6 <90% 10% of monthly cost *</p>	<p>7. Performance controls</p> <p>7.1.1 Sl. No. System availability value for month</p> <p>Penalty</p> <p>1 >= <u>99.75%</u> Nil</p> <p>2 > 99% but < <u>99.75%</u> 1% of monthly cost *</p> <p>3 >= 98% but < 99% 2% of monthly cost *</p> <p>4 < 98% 4% of monthly cost*</p> <p>5 <95% 7% of monthly cost *</p> <p>6 <90% 10% of monthly cost *</p>



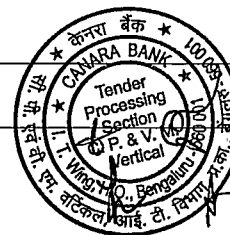
4	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Section C - Deliverable and Service Level Agreements	7. Performance controls 7.1. Service level agreement (SLA) adherence 7.1.2 Percentage of calls attended- Penalty > 90% calls attended within 10 seconds - Nil <90% calls attended within 10 seconds- 5% of monthly cost *	7. Performance controls 7.1. Service level agreement (SLA) adherence 7.1.2 Percentage of calls attended - Penalty > 90% calls attended within <u>20</u> seconds Nil <90% calls attended within <u>20</u> seconds- 5% of monthly cost *
5	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Section C - Deliverable and Service Level Agreements	7. Performance controls 7.1. Service level agreement (SLA) adherence 7.1.4 Customer satisfaction score Sl. No. CSAT Score - Penalty 1 > 93% - Nil 2 Between 85%-93% - 2% of monthly cost * 3 <85% - 5% of monthly cost *	7. Performance controls 7.1. Service level agreement (SLA) adherence 7.1.4 Customer satisfaction score Sl. No. CSAT Score - Penalty 1 > <u>90%</u> - Nil 2 Between 85%- <u>90%</u> - 2% of monthly cost * 3 <85% - 5% of monthly cost *
6	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Section C - Deliverable and Service Level Agreements	7. Performance controls 7.1. Service level agreement (SLA) adherence 7.1.8 Utilization rate Illustration Suppose for any given month, an agent spends 160 hours in productive work and is available for 20 hours out of the	7. Performance controls 7.1. Service level agreement (SLA) adherence 7.1.8 Utilization rate Illustration Suppose for any given month, an agent spends 160 hours in productive work and is available for 20 hours out of the total



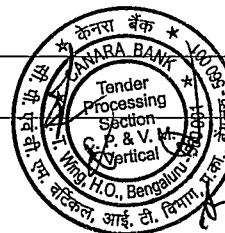
			total 192 hours, the utilization rate shall be $[(160+20)/192 = 93.75\%]$	184 hours, the utilization rate shall be $[(160+20)/184 = 97.82\%]$
			Inclusion To capture utilization rate, all elements of time in a day shall be required. This includes staffing time, productive time, available time, idle time, breaks and advances, trainings, and meeting etc.	Inclusion To capture utilization rate, all elements of time in a day shall be required. This includes staffing time, productive time, available time, idle time, trainings, and meeting etc.
7	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Section C - Deliverable and Service Level Agreements	<p>7. Performance controls</p> <p>7.1. Service level agreement (SLA) adherence</p> <p>7.1.11 Penalty for man-power requirements</p> <p>Sl. No.- Percentage of manpower not meeting the defined criteria - Penalty</p> <p>1. Less than 10% - 0.5% of monthly cost*</p> <p>2. Between 10% to 20% - 1% of monthly cost*</p> <p>3. More than 20% - 2% of monthly cost*</p> <p>*Monthly cost shall be on the basis of actual FTE to be deployed for the respective month as per the FTE capacity defined and approved by the bank from time to time and defined in Clause 3.19.4 in Annexure 8</p> <p>•Optional certifications prescribed are a 'good to have' requirement and there</p>	<p>7. Performance controls</p> <p>7.1. Service level agreement (SLA) adherence</p> <p>7.1.11 Penalty for man-power requirements</p> <p><u>Sl. No. - Percentage of manpower not meeting the defined graduate education criteria - Penalty</u></p> <p><u>1. Between 75% to 65% - 1% of monthly cost*</u></p> <p><u>2. Less than 65% - 2% of monthly cost*</u></p> <p>*Monthly cost shall be on the basis of actual FTE to be deployed for the respective month as per the FTE capacity defined and approved by the bank from time to time and defined in Clause 3.19.4 in Annexure 8. <u>For assessing adherence to experience related requirement (as specified in Annexure 8), if the number of graduate agents having more than 12</u></p>



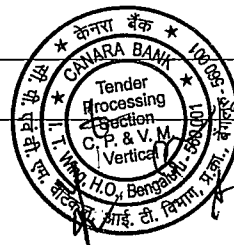
			<p>shall be no penalty attached to it, however, the Service Provider needs to ensure that all the required certifications and trainings shall be completed by the agents within 1 year of joining in the respective process.</p> <p>Overall Penalty on SLAs (excluding Manpower & technology implementations penalties): The overall penalty of all SLAs combined shall be levied up to a maximum of 10% of monthly cost* for respective month. However, if the maximum penalty limit is reached continuously for 2 billing cycles or 20% in one billing cycle, then the cap shall be removed by the Bank and actual penalty shall be charged.</p>	<p><u>months experience is less than 25% of overall FTE, , 1% of the monthly payable amount will be deducted.</u></p> <p><u>•Any Optional certifications other than those mandated by the respective regulators for respective process, prescribed are a 'good to have' requirement and there shall be no penalty attached to it, however, the Service Provider needs to ensure that all the required certifications and trainings shall be completed by the agents within 1 year of joining in the respective process.</u></p> <p>Overall Penalty on SLAs (excluding Manpower & technology implementations penalties): <u>The successful bidder will be provided a SLA beta period consisting of implementation (20 weeks from PO acceptance) and additional 4 weeks for which only non-process SLA namely: System availability and incident management will be applicable.</u> The overall penalty of all SLAs combined shall be levied up to a maximum of 10% of monthly cost* for respective month. However, if the maximum penalty limit is reached continuously for 2 billing cycles or 20% in one billing cycle, then the cap shall be removed by the Bank and actual penalty shall be charged.</p>
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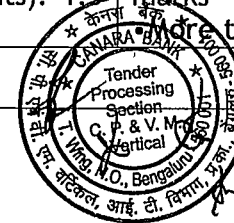
8	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 2: Pre- qualification criteria	6. The Bidder should have a minimum annual Turnover of Rs.500 Crores for each of the past three financial years, namely 2020-21, 2021-22, and 2022-23.	6. The Bidder should have <u>an average</u> annual Turnover of <u>Rs.350 Crores</u> for the past three financial years, namely 2020-21, 2021-22, and 2022-23.
9	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 2: Pre- qualification criteria	10. The Bidder should be operating with an aggregate of at least 10,000 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic clients during last financial year.	10. The Bidder should be operating with an aggregate of at least <u>5,000</u> Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic clients during last financial year.
10	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 2: Pre- qualification criteria	11. Certification Requirements: The Service Provider should be ISO 27001:2022 certified. The Service Provider should be ISO 18295-1:2017 certified. The Service Provider should be ISO 10002: 2018 certified. The Service Provider may be COPC 'CX Standard for Contact Centers' certified. (As mandated from time to time as per the bank/government/competent authority)	11. Certification Requirements: <u>The Service Provider should be ISO 27001:(any live version) certified. Bidder also has to ensure this certification throughout the contract period (undertaking to this effect needs to be provided by authorised signatory).</u> <u>The Service Provider should be ISO 9001: (any live version) certified. The Service Provider should be ISO 18295-1:2017 certified. In absence of this certification Bidder has to ensure this certification within 9 months post implementation (undertaking to this effect needs to be provided by authorized signatory).</u> <u>The Service Provider may be COPC 'CX Standard for Contact Centers' certified.</u>



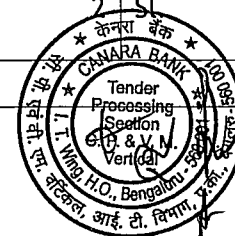
				(As mandated from time to time as per the bank/government/competent authority)
11	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 8: Compliance to scope of work	3. Functional scope 3.7 Feet on street (FOS) and Staff Augmentation	3. Functional scope 3.7 Feet on street (FOS) and Staff Augmentation (Deleted) <u>Clause stands deleted</u>
12	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 8: Compliance to scope of work	3. Functional scope 3.8 Technology provisioning 3.8.9 The commercials for the same (for above clause 3.8.7) shall be mutually agreed upon between the Service Provider and the Bank.	3. Functional scope 3.8 Technology provisioning 3.8.9 The commercials for the same (for above clause <u>3.8.8</u>) shall be mutually agreed upon between the Service Provider and the Bank.
13	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 8- Scope of Work Miscellaneous Scope	3.12- Manpower profile 3.12.3 Customer Service Associates (CSA) / Agents: The profile of the CSA should be as follows: Addition of new point	3.12- Manpower profile 3.12.3 Customer Service Associates (CSA) / Agents: The profile of the CSA should be as follows: <u>ii. Agent without bachelor's degree but having completed 12th grade or equivalent should have 12+ months of call center operation experience and should constitute not more than 25% of overall agent manpower. Summarily, service provider can have 75% manpower with Graduation and 25% with 12th grade subject to experience requirements.</u>



14	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 8- Scope of Work Miscellaneous Scope	3.12- Manpower profile 3.12.6 Non voice customer service associates (Non voice CSAs): The profile of a non-voice CSA should be as follows: Addition of new point	3.12- Manpower profile 3.12.6 Non voice customer service associates (Non voice CSAs): The profile of a non-voice CSA should be as follows: <u>ii. Agent without bachelor's degree but having completed 12th grade or equivalent should have 1+ year of call center operation experience and should constitute not more than 25% of overall agent manpower.</u>
15	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 8- Scope of Work Miscellaneous Scope	3.13- Training requirements 3.13.6 Time spent on training either for the new recruits or existing agents will not be included for the purpose of billing.	3.13- Training requirements 3.13.6 <u>Time spent on training the new recruits will not be included for the purpose of billing.</u>
16	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 9C- Scale of operations	3. Workforce strength: Number of seats (Agents) available for client servicing in India Inbound BFSI process: • More than 10,000 seats (Agents): 2.5 marks • More than 5,000 seats (Agents): 1.5 marks • Less than 5,000 seats (Agents): 1 marks Outbound BFSI process: • More than 5,000 seats (Agents): 2.5 marks • More than 3,000 seats (Agents): 1.5 marks	3. Workforce strength: Number of seats (Agents) available for client servicing in India Inbound BFSI process: • More than <u>5,000</u> seats (Agents): 2.5 marks • More than <u>3,000</u> seats (Agents): 1.5 marks • More than <u>1,000</u> seats (Agents): 1 marks Outbound BFSI process: • More than <u>2,500</u> seats (Agents): 2.5 marks • More than <u>1,500</u> seats (Agents): 1.5 marks • More than <u>500</u> seats (Agents): 1 marks

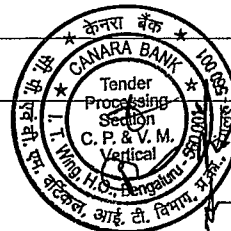


			•Less than 3,000 seats (Agents): 1 marks	
17	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 14- Bill of Material	Table-A - Cost of the Agents for Manipal Location Sl.No. 1 Cost per agent <u>for In-bound Call</u> per month (192 hours/ month) as per the payment terms and Annexure-8 (Scope of Work).	1. Cost per agent <u>for In-bound Call</u> per month (<u>184</u> hours/ month) as per the payment terms and Annexure-8 (Scope of Work).
18	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 14- Bill of Material	Table-A- Cost of the Agents for Manipal Location Sl.No. 2. Cost per agent <u>for Out-bound Call</u> per month (192 hours/ month) as per the payment terms and Annexure-8 (Scope of Work).	2. Cost per agent <u>for Out-bound Call</u> per month (<u>184</u> hours/ month) as per the payment terms and Annexure-8 (Scope of Work).
19	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 14- Bill of Material	Table-B - Cost of the Agents for Manipal Location Sl.No. 1. Cost per agent <u>for In-bound Call</u> per month (192 hours/ month) as per the payment terms and Annexure-8 (Scope of Work).	1.Cost per agent <u>for In-bound Call</u> per month (<u>184</u> hours/ month) as per the payment terms and Annexure-8 (Scope of Work).
20	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 14- Bill of Material	Table-B - Cost of the Agents for Manipal Location Sl. No. 2. Cost per agent <u>for Out-bound Call</u> per month (192 hours/ month) as per the payment terms and Annexure-8 (Scope of Work).	2. Cost per agent <u>for Out-bound Call</u> per month (<u>184</u> hours/ month) as per the payment terms and Annexure-8 (Scope of Work).
21	GeM bid document GEM/2023/B/4331799 dated 12/12/2023	Annexure 14- Bill of Material	Table F - (Optional Services/ Not to be included in TCO) Sl. No. 2 Commercial bid format for FOS	Table F - (Optional Services/ Not to be included in TCO) Sl. No. 2



	Buyer Added Bid Specific Terms and Conditions			Item 2 deleted as FOS no longer part of scope
22	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Appendix H	10. ORDER CANCELLATION/TERMINATION OF CONTRACT 10.2 Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services.	10. ORDER CANCELLATION/TERMINATION OF CONTRACT 10.2 Bank shall serve the notice of termination to the Vendor/Service Provider at least 90 days prior, of its intention to terminate services.
23	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Appendix H	10. ORDER CANCELLATION/TERMINATION OF CONTRACT 10.7 Notwithstanding anything contained hereinabove, the Bank may terminate this contract by giving a 30 day's notice without assigning any cause.	10. ORDER CANCELLATION/TERMINATION OF CONTRACT 10.7 Notwithstanding anything contained hereinabove, the Bank may terminate this contract by giving a 90 days' notice without assigning any cause.
24	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Section B, 7.1.4	Definition: It represents the % of customers satisfied with the interaction with bank's representative/staff	Definition: It represents the % of customers satisfied with the interaction with bank's representative/staff. Bank call centre currently follows a 5 scale rating where any rating between 3-5 is marked as customer satisfied and any rating below 3 as customer unsatisfied
25	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid	Annexure 14- Bill of Material	Existing Annexure 14- Bill of Material	Amended annexure attached with this corrigendum as Amended Annexure-14- Bill of Material

	Specific Terms and Conditions			
26	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Annexure 9 - Technical evaluation criteria	Existing Annexure 9- Technical evaluation criteria	Amended annexure attached with this corrigendum as Amended annexure 9 - Technical evaluation criteria FOS as a scope and all FOS related activities are deleted and stand removed from the RFP.
27	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	SECTION G - GENERAL CONDITIONS	24. Existing Indemnity Clause	Amended clause attached with this corrigendum as 24. Amended Indemnity
28	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	Appendix H	Existing Draft Contract Agreement	Amended Contract Agreement is attached with this corrigendum as Amended Draft Contract Agreement.
29	GeM bid document GEM/2023/B/4331799 dated 12/12/2023 Buyer Added Bid Specific Terms and Conditions	New Annexure 15 Non Disclosure Agreement	New Annexure 15 Non Disclosure Agreement	New annexure attached with this corrigendum as Annexure-15 Non Disclosure Agreement

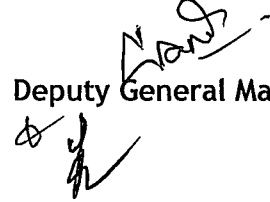


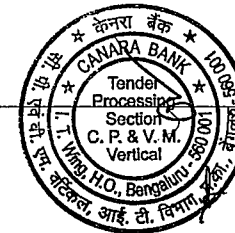
- Note: Unless mentioned otherwise, all proofs for requirements as mentioned in Annexures should be either FY 2023 closing or later.

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

Date: 04/01/2024

Place: Bengaluru


Deputy General Manager



Bill of Material

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

SUB: RFP for Selection of service provider for establishment & management of Contact Center operations in a fully outsourced model in Canara Bank

Ref: GEM/2023/B/4331799 dated 12/12/2023.

Notes

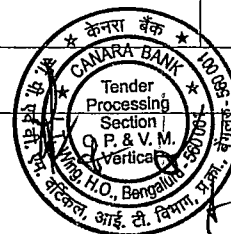
1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. The base location for the project execution would be Bangalore.
3. The Supervisor/Agents will have to work as per the timings of the Bank.
4.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

Table - A

Cost of the Agents for all the Locations other than Manipal Location

[Amount in Rupees]

Sl. No.	Project name	Cost per FTE/month (excl. of Taxes) for#		No. of months	Count*	Project Cost (excl. of taxes)	Tax for Column A		Project Cost (inclusive of taxes)
		a	b				Tax %	Tax Amount	
		a	b	c	d=a*b*c	e	f=d*e	g=d+f	
1		1 st yr	12	700					



2	Cost per agent <u>for In-bound Call</u> per month (184 hours/month) as per the payment terms and Annexure-8 (Scope of Work).	2 nd yr		12					
		3 rd yr		12					
		4 th yr		12					
		5 th yr		12					
	Cost per agent <u>for Out-bound Call</u> per month (184 hours/month) as per the payment terms and Annexure-8 (Scope of Work).	1 st yr		12	300				
		2 nd yr		12					
		3 rd yr		12					
		4 th yr		12					
		5 th yr		12					
	Total Cost								

*The count provide in Column-c is indicative. This is for the purpose of TCO calculation only, however actual count will vary as per Bank's requirement & usage. The payment will be released on actual services availed considering unit cost quoted under respective category. The Service provider should take appropriate measures to provide FTE unit cost as per their capability to bring in efficiencies in the process and technology. No change will be accepted post submission.

Table - B

Cost of the Agents for Manipal Location

[Amount in Rupees]

Sl. No.	Project name	Unit Rate (excl. of Taxes)		No. of months	Count*	Project Cost (excl. of taxes)	Tax for Column A		Project Cost (inclusive of taxes)
							Tax %	Tax Amount	
		a		b	c	d=a*b*c	e	f=d*e	g=d+f
1	Cost per agent <u>for In-bound Call</u> per month (184 hours/	1 st yr		12	10				
		2 nd yr		12					

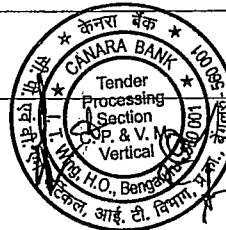
	month) as per the payment terms and Annexure-8 (Scope of Work).	3 rd yr	12				
		4 th yr	12				
		5 th yr	12				
2	Cost per agent <u>for Out-bound Call</u> per month (184 hours/month) as per the payment terms and Annexure-8 (Scope of Work).	1 st yr	12	10			
		2 nd yr	12				
		3 rd yr	12				
		4 th yr	12				
		5 th yr	12				
Total Cost							

*The count provide in Column-c is indicative. This is for the purpose of TCO calculation only, however actual count will vary as per Bank's requirement & usage. The payment will be released on actual services availed considering unit cost quoted under respective category.

Table-C

One-time Implementation Cost

Sl. No.	Details	Total Cost [exclusive of tax]	Tax for Column a		Total Cost [inclusive of tax]
			% tax	Tax Amt.	
		a	b	c	d=a+c
1.	One time Setup cost# (A+B+C+D+E)				
A	IT and server Infrastructure (servers, storage, software, licenses, network equipment, link, link termination devices etc.) (Refer Section B, 4.5)				
B	Gen AI deployment and training				
C	Analytics and reporting tools enablement				



D	Technology setup as per Scope				
E	Other cost (pls mention details)				

#Set up cost includes all cost incurred to start the Contact Centre operations including but not limited to server procurement & setup, all applications/technologies deployed as per the Scope of Work, deployment of manpower, documentation, AI deployment and training, analytics and tools etc. No other additional CAPEX will be paid by the bank under any circumstances. Service provider will be paid One time cost based on the mentioned subpoints as and when implementation is completed and mutually agreed. Any opex for technology enablers as applicable to be factored within the FTE cost itself.

Table-D

Cost for any additional requirements additional customization/ enhancement

[Amount in Rupees]

Description	Charges Per Man day [Excl. of Tax]	Tax %	Tax Value	Charges Per Man day [Incl. of Tax]	No. of Years	No. of man days#	Total Cost [Incl. of Tax]
	a	b	c	d=(a+c),	e	f	g=(d*e*f)
Cost for any additional requirements/additional customization/enhancement					5	100	

The price quoted by the bidder is fixed for entire contract period and number of man days mentioned above is indicative only. However, the no. of man-days may increase or decrease from time to time in total. The CR as per table D includes only new technology/initiatives (over and above scope as part of this RFP), major modifications in technology configuration during the course of business (over and above the scope as per RFP) e.g API configuration to introduce a new feature/process/scope which is not part of the RFP. Any process change/addition/modification, IVR configuration/reconfiguration/addition, MIS and data dashboard requirements, audits, quality enablers, voice bot for IVR blast etc. and not mentioned in the inclusions will not be considered as a CR.

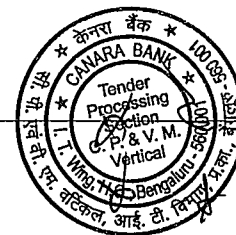


Table-E

Total Cost for 5 Years Contract Period

		(Amount in Indian Rupees)
Sl. No.	Details	Cost (inclusive of tax)
1	Cost of the Agents for all the Locations other than Manipal Location as per Table -A	
2	Cost of the Agents for Manipal Location as per Table-B	
3	One-time Implementation Cost as per Table-C	
4	Cost for any additional requirements additional customization/ enhancement as per Table-D	
	Total Cost of Ownership for 5 years [Sum of row 1, 2, 3 & 4]	

Table-F

(Optional Services/ Not to be included in TCO)

Sl. No.	Description	Unit Cost (Excl. of GST)	Tax%	Tax Amount	Total Cost (incl. of GST)
1.	IVR Blast				

Undertaking

We agree that:

- Cost of other staff members & others operational costs will have to be built into the “Cost per FTE per month” and no other cost will be paid by the Bank.
- Cost of premise setup, infrastructure, hardware, software, licenses, connectivity, operations and any other cost related to operations of the Contact Center shall be built into “Cost per FTE per month” and the Bank shall not consider any payment over and above the “Cost per FTE per month”
- For Sl. No. 1 referenced in the Table F above, the service provider should demonstrate capability for rapid scale up to 1 Crore units as per bank’s requirement from time to time.
- Bill of material as mentioned in Table F is over and above normal operations of contact centre and though mandatory, on need basis only.
- Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.

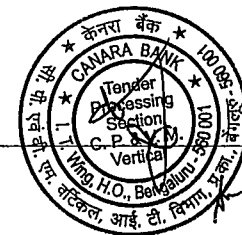
- We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date:

Signature with seal

Name:

Designation:



Annexure-9

Technical Evaluation Criteria

SUB: RFP for Selection of service provider for establishment & management of Contact Center operations in a fully outsourced model in Canara Bank

Ref: GEM/2023/B/4331799 dated 12/12/2023.

This evaluation will be carried out on a total score of 100 on the basis of the following evaluation parameters defined in this section.

The technical bid submitted by the Bidder will be evaluated only if they fulfil the eligibility criteria i.e., qualify through stage A. The proposal evaluation will be based on the evaluation matrix consisting of the following parameters (parameter description is non-exhaustive in nature and the bank at its discretion may alter/modify the parameters considered) -

The evaluation methodology is further broken down into sub areas as under.

This evaluation will be carried out on a total score of 100 on the basis of the following evaluation parameters defined in this section:

Sr. No	Criteria	Description	Weightage
1	Process and technological capabilities (Annexure-9A)	Processes handled by the call centre like inbound, outbound and collections Technology infrastructure and tools, data management practices, analytics and AI capabilities etc. shall be evaluated	30
2	Past Experience (Annexure-9B)	Client portfolio and past experience, client references, time to market etc. are some of the parameters on which the Bidders shall be evaluated. The experience of the bidder will be marked basis the past implementation specific to the type of client/ entity serviced	20
3	Scale of Operations and Ability to Service (Annexure-9C)	Geographic presence, language support and workforce strength shall be used for evaluation	25
4	Bidder presentation (Annexure-9D)	Bidder presentation showcasing process and technological capabilities as illustrated in this RFP document	25
Total Maximum Marks			100

The Bidder/ bidder needs to provide proof of the following processes in the format mentioned in Annexure - 9A, 9B, 9C and 9D.

Page 20 of 45

Annexure 9A
Process and technological capabilities

SUB: RFP for Selection of service provider for establishment & management of Contact Center operations in a fully outsourced model in Canara Bank

Ref: GEM/2023/B/4331799 dated 12/12/2023.

A. Process evaluation

Criteria	Evaluation Parameters	Max Scores	Bidder's Response
Demonstration of successful implementation and execution of below process via detailed case studies and client satisfactory letters. <ul style="list-style-type: none"> Inbound calling process Outbound calling process E-mail handling process Social media handling process Chat handling process 	<ul style="list-style-type: none"> Inbound calling process - 3 marks Outbound tele sales process - 2 marks Outbound collections process - 3 marks E-mail - 1 marks Social media - 0.5 marks Chat - 0.5 marks 	10	
Max - Relative Technical Evaluation Marks		10	

B. Technological capabilities

Sl. No	Technology enabler	Type	Score	Compliance (Yes/No)	Remarks
1.	Co-Browsing	M	1 mark		
2.	Video chat	G	2 marks		
3.	IVR (Inbound, Outbound, Self-service, Voice recognition, Dual tone multi frequency, Virtual assistant, Hybrid, Multilingual, Visual)	M	NA		
4.	Automatic Call Distributor (variant to be chosen as per suitability of the Bank)	M	NA		
5.	Computer Telephony Integration	M	NA		
6.	Customer Relationship Management (CRM)	M	NA		
7.	Campaign management tool	M	NA		

Max - Relative Technical Evaluation Marks

The bidder is expected to have all the enablers scored as “NA” in table- B above as these are mandatory and key call centre applications, unavailability of any of these enablers will lead to dis-qualification of the bidder from the selection process.

Designation:

Annexure 9B

Past experience and client relevance

SUB: RFP for Selection of service provider for establishment & management of Contact Center operations in a fully outsourced model in Canara Bank

Ref: GEM/2023/B/4331799 dated 12/12/2023.

Criteria	Evaluation Parameters	Max Scores	Bidder's Response
Industry Experience Documents to be provided: SLA/ client certificates/ contracts/ Purchase Orders copies	No. of Years: <ul style="list-style-type: none"> More than 15 years: 4 Marks More than 10 years: 3 Marks More than 5 years: 2 Marks Less than 5 years: 1 Marks Additional score if the above experience is from below categories: <ul style="list-style-type: none"> Scheduled Commercial bank/ Foreign Bank: 6 Marks Insurance / Any other BFSI unit: 3 Marks Any other industry: 1 Mark (e.g. if the bidder provides proof of servicing Bank unit for 15 years, they will be eligible to get 4+6=10 Marks. In case bidder submits proof of 15 years' experience servicing Insurance sector and proof of servicing for Insurance, then score will be 4+3=7 Marks. In case bidder submits proof for 1 year + Scheduled bank, then score will be 1+6 = 7 Marks)	10	
Bidder should have provided call centre services for below clients in last three years: <ul style="list-style-type: none"> Scheduled Commercial Banks Foreign Banks NBFC Payment Banks 	<ul style="list-style-type: none"> Scheduled Commercial banks: 5 Marks Foreign Banks: 3 Marks NBFC / Payment Banks : 2 Mark (e.g. If the bidder provides services to 2 SCBs, the score would be 5*2=10 Marks)	10	
Max - Relative Technical Evaluation Marks		20	

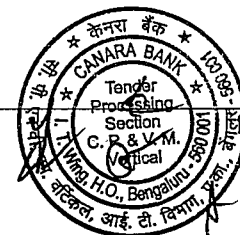
Note: Documentary/Certification proofs are to be enclosed to substantiate the claims made.

Date

Signature with seal

Name:

Designation:



Annexure 9C

Scale of Operations

SUB: RFP for Selection of service provider for establishment & management of Contact Center operations in a fully outsourced model in Canara Bank

Ref: GEM/2023/B/4331799 dated 12/12/2023.

Bidder should fulfil below criteria for its current set of clients serviced in BFSI sector:

Sl. No.	Evaluation Parameters	Criteria	Max Scores	Bidder's Response
1.	Locations serviced: Bidder should have at least one call centre set-up across each location as below: • North zone, • East zone, • West zone, • Central Zone • Bengaluru	2.5 marks for each location across the mentioned zones, in case multiple locations in single zone, they will be considered as single unit. Bengaluru is mandatory location Zone inclusions for this RFP: 1. North (Punjab, NCR, Haryana, Himachal Pradesh, Uttar Pradesh, Uttarakhand, Rajasthan) 2. East (Bihar, Jharkhand, West Bengal, Odisha, Assam + North East) 3. Central (Madhya Pradesh, Chhattisgarh) 4. West (Maharashtra, Gujarat, Goa)	10	
2.	Languages: Indian languages serviced (English, Hindi and other languages as mentioned in Clause 3.16 in Annexure 8)	0.5 Marks for each language serviced. The bidder needs to give proof of language through either live deployed process demo or documentary evidence duly signed by the live client (SLA).	10	
3.	Workforce strength: Number of seats (Agents) available for client servicing in India	Inbound BFSI process: • More than 5,000 seats (Agents): 2.5 marks • More than 3,000 seats (Agents): 1.5 marks • More than 1,000 seats (Agents): 1 marks Outbound BFSI process: • More than 2,500 seats (Agents): 2.5 marks • More than 1,500 seats (Agents): 1.5 marks	5	

	•More than 500 seats (Agents): 1 marks		
Max - Relative Technical Evaluation Marks			25

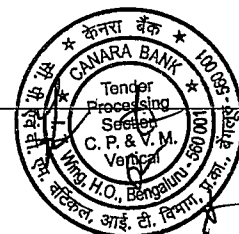
Note: Documentary/Certification proofs are to be enclosed to substantiate the claims made.

Date

Signature with seal

Name:

Designation:



Annexure-9D

Presentation for Technical bid submission

SUB: RFP for Selection of service provider for establishment & management of Contact Center operations in a fully outsourced model in Canara Bank

Ref: GEM/2023/B/4331799 dated 12/12/2023.

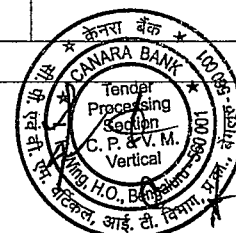
The Service Provider must provide proof of work (along with applicable metrics) for previous assignments/ contracts/clients (for one previous client from the BFSI sector) along with a detailed presentation (PPT) submission. All quantitative evaluation criteria require a metric to be submitted and for all qualitative criteria, service provider shall ensure addition of the relevant proofs and credentials as a part of the detailed presentation to be submitted along with the Technical bid submission.

The Service Provider must provide average of the numbers of the Schedule commercial banks serviced in the process efficiency parameters. The Service Provider must provide satisfactory letters for the period of engagement as experience parameter.

The presentation should elaborate on the following criteria, along with any other parameters the Service Provider deems necessary for their bid-

Indicative Parameter for Bidder presentation	Reference of page number of the capability in final response	Comments/ justifications (if any)
1. About the company <ul style="list-style-type: none"> • Workforce strength • Span of control • Linguistic capabilities • Geographical presence • Client profiles 		
2. Understanding of Banking industry related regulatory requirements and challenges specific to public sector banks		
3. Approach for implementation of new technologies <ul style="list-style-type: none"> • Detailed approach followed for implementation of new technologies, which includes but is not limited to: • Current state of the Service Provider's capabilities and how it meets the identified business needs • Outline of the approach taken for identifying and mitigating potential risks that accompany technology implementation • Communication strategy for stakeholder implementation 		

Indicative Parameter for Bidder presentation	Reference of page number of the capability in final response	Comments/ justifications (if any)
4. Demonstrations of all technical and process capabilities		
5. Implementation work plan May include, amongst other details: <ul style="list-style-type: none"> Proposed timelines Proposed manpower deployment for implementation Testing and deployment of functionalities Training schedules Support plan for contingencies Monitoring and continuous optimisation 		
6. Transition plan		
7. Case studies from previous projects with demonstrated results		
8. Ability to scale operations to meet the Bank's needs and adapt to changes in service requirements		
9. Measures taken for data privacy and security		
10. Commitment to innovation and continuous improvement in contact centre operations		
11. Quality Management practices		
12. Customer satisfaction strategies and initiatives		
13. Experiences and references as mentioned previously in this document		
14. Employee welfare and knowledge management <ul style="list-style-type: none"> Learning and development opportunities Employee retention and satisfaction Cultural alignment Commitment to diversity and inclusion 		
15. Commitment to ethical business practices and transparency		
16. Quantitative and Qualitative parameters as stated below <ul style="list-style-type: none"> Quantitative parameters like - IVR, SMS, E-mail blast capability, parameters measured for agent performance management (E.g. AHT, FCR, Utilization, Occupancy, etc., wherein bidder to demonstrate their performance against industry benchmarks on suggested SLA parameters), Latency, system uptime and 		



Indicative Parameter for Bidder presentation	Reference of page number of the capability in final response	Comments/ justifications (if any)
<p>availability, Time required to hire required manpower, time required for integration with Bank's system, TAT's associated with system related change requests and process changes, Ongoing investments in Technology and R&D</p> <ul style="list-style-type: none"> Qualitative parameters like - Efficiency of call priority management, C-SAT and other surveys conducted, complaint/error resolution process, Data encryption compliance, Case studied from previous projects with demonstrated results, past records of delivering complex banking solutions, resilience to natural disasters or market-specific disruptions, ability to serve multicultural and multi-lingual customers, staff training and sensitivity programs, Alignment of technological roadmap with Canara Bank's future needs Any other parameters and demonstrations as deem fit by the service provider to ensure working and practical evidence of deployment of the ask's raised in this RFP 		
17. Other details deemed necessary for the bid by the Service Provider		
Max - Relative Technical Evaluation Marks	25	

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

Date:

Signature with seal

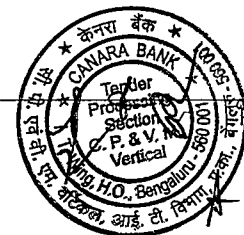
Name:

Designation:

SECTION G - GENERAL CONDITIONS

24. Amended Indemnity:

- 24.1. VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
- 24.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;
- 24.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;
- 24.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider.
- 24.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of service provided by them
- 24.3. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- 24.4. All Employees engaged by VENDOR/ SERVICE PROVIDER shall be in sole employment of VENDOR/ SERVICE PROVIDER and the VENDOR/ SERVICE PROVIDER shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder
- 24.5. In any event, neither party shall be liable for any special, incidental, punitive, exemplary or consequential damages arising out of or in connection with the Contract entered between the parties. The aggregate liability of either party, whether under the contract, in tort or otherwise, shall not exceed the total contract value, provided that this limitation shall not apply to:
- (i) Any obligation or claim arising out of or in connection with any third party claim of IPR infringement,
- (ii) In the event of any gross negligence or willful misconduct on part of either party, as finally judicially determined by a court of competent jurisdiction.



Annexure-15

Non-Disclosure Agreement

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: RFP for Selection of service provider for establishment & management of Contact Center operations in a fully outsourced model in Canara Bank

Ref: GEM/2023/B/4331799 dated 12/12/2023.

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to the formalities of deliverables as per timelines mentioned in the RFP for each ordered locations to 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 IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for the subject RFP 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.

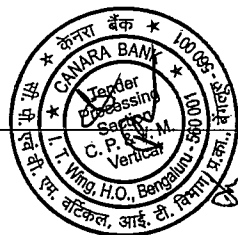
The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those 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

Signature with seal

Name:

Designation:



Appendix-H

AMENDED DRAFT CONTRACT AGREEMENT

CONTRACT AGREEMENT FOR

THIS AGREEMENT (the Agreement) executed at Bengaluru on day of 202.....

BETWEEN

Canara Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 112, J C Road, Bengaluru - 560002 in India, represented by the Authorised Signatory of its CP & VM Vertical, Information Technology Wing, Mr., (Designation) , (hereinafter referred to as "PURCHASER") which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns and successors) of the **ONE PART**

AND

M/s, a Company/Firm constituted and registered under the provisions of the Companies Act 1956 having its Registered Office at represented by the Authorized Signatory, Mr..... (Designation) (hereinafter referred to as "Vendor /service provider" which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its administrators, successors and assigns) of the **OTHER PART**:

The Purchaser and Vendor/service provider are hereinafter collectively referred to as "Parties".

WHEREAS the Purchaser invited Bids for Products/Services VIZ, (Brief description of product/service/solutions) and has accepted the Bid by the Vendor/service provider for (Full description of product/service/solutions) for the sum of Rs..... (Rupees only) exclusive of GST (herein after called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. DEFINITION AND INTERPRETATION:

- 1.1 In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the terms and conditions of RFP/RFQ/EOI/ Amendments/ LOI/ Purchase Order referred to.
- 1.2 Reference to a "Business day" shall be construed as reference to a day (other than a Sunday, second or fourth Saturday) on which banks in the State are generally open for business;
- 1.3 any reference to a month shall mean a reference to a calendar month as per the Gregorian calendar;
- 1.4 In this Agreement, unless the context otherwise requires:
 - 1.4.1 words of any gender are deemed to include the other gender;

- 1.4.2 words using the singular or plural number also include the plural or singular number, respectively;
- 1.4.3 the terms “hereof”, “herein”, “hereby”, “hereto” and any derivative or similar words refer to this entire Agreement;
- 1.4.4 headings, sub-headings and bold typeface are only for convenience and shall be ignored for the purposes of interpretation;
- 1.4.5 reference to any legislation or law or to any provision thereof shall include references to any such legislation or law as it may, after the date hereof, from time to time, be amended, supplemented or re-enacted, and any reference to a statutory provision shall include any subordinate legislation made from time to time under that provision;
- 1.4.6 any term or expression used, but not defined herein, shall have the same meaning assigned thereto under the RFP;
- 1.4.7 references to the word “include” or “including” shall be construed without limitation;
- 1.5 The RFP/RFQ/EOI Document/ Bid No/PO No dated as amended from time to time and this Agreement, and the other related documents shall be deemed to form and be read and construed as part of this Agreement, which, inter alia, includes
- a) The Bid Form and the Price Schedule submitted by the Bidder.
 - b) The Bill of Material.
 - c) The Technical & Functional Specifications.
 - d) The Terms and Conditions of the Contract.
 - e) The Purchaser's Letter of Intent/Notification of Award.
 - f) Schedule of Dates, Amounts etc.
 - g) Pre-Contract Integrity Pact.
 - h) All pre bid clarifications/mail communications shared with the bidder during the processing of this bid.

All the above are collectively referred to as "the Transaction Documents" forming an integral part of the Contract are to be taken as mutually explanatory to one another. Detailed site orders as and when released shall form an integral part of this contract. However, in case of conflict between the Clauses of the Contract and Schedules appended to the Contract, provisions of the Clauses of the Contract shall prevail.

2. SCOPE OF WORK:

The scope of work shall be as Per RFP/RFQ/EOI Document/ Bid No/PO No
Dated.....

**3. TERM OF THE CONTRACT:**

The contract shall be valid for the full duration till completion of all contractual obligations by the Vendor/Service Provider and PURCHASER for the current orders or further orders to be released by Vendor/ Service Provider as per the terms and conditions in this contract.

4. PAYMENT TERMS:

The payment terms shall be as specified in the RFP/RFQ/EOI Document/ Bid No/PO No dated

5. PENALTIES/LIQUIDATED DAMAGES:

As Per RFP/RFQ/EOI Document/ Bid No/PO No dated

6. SECURITY DEPOSIT / PERFORMANCE OF BANK GUARANTEE:

The Vendor/Service Provider shall submit Security Deposit/Performance Bank Guarantee as specified in the RFP/RFQ/EOI Document/ Bid No/PO No dated

7. ASSIGNMENT:

7.1. VENDOR/ SERVICE PROVIDER shall not assign to any one, in whole or in part, it's obligations to perform under the Contract, except with the BANK's prior written consent.

7.2. If the BANK undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the VENDOR/ SERVICE PROVIDER under this Contract.

8. SUB-CONTRACTING:

8.1. VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK.

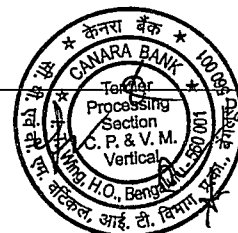
8.2. Notwithstanding the above or any written consent granted by the Bank for subcontracting the services, the Vendor/Service Provider alone shall be responsible for performance of the services under the contract.

9. SERVICE LEVELS:

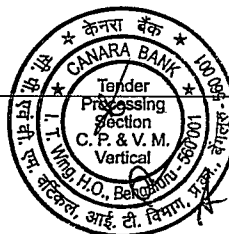
During the term of the contract, the vendor shall maintain the Service Levels as detailed in RFP/GeM Bid/PO. In case the vendor fails to maintain the Service Levels, Liquidated damages as detailed in RFP/GeM Bid/PO shall be imposed on the Vendor/Service provider.

10. ORDER CANCELLATION/TERMINATION OF CONTRACT:

10.1. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:



- 10.1.1 Delay in delivery beyond the specified period for delivery.
 - 10.1.2 Serious discrepancies noted in the items delivered.
 - 10.1.3 Breaches in the terms and conditions of the Order.
 - 10.1.4 Non submission of acceptance of order within 7 days of order.
 - 10.1.5 Excessive delay in execution of order placed by the Bank.
 - 10.1.6 The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.
 - 10.1.7 The Vendor/Service Provider goes in to liquidation voluntarily or otherwise.
 - 10.1.8 An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
 - 10.1.9 The progress made by the Vendor/Service Provider is found to be unsatisfactory.
 - 10.1.10 If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- 10.2. Bank shall serve the notice of termination to the Vendor/Service Provider at least 90 days prior, of its intention to terminate services.
- 10.3. In case the Vendor/Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 7 days' prior notice to the Vendor/Service Provider.
- 10.4. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 10.5. The Bank reserves the right to recover any dues payable by the Vendor/Service Provider from any amount outstanding to the credit of the Vendor/Service Provider, including the pending bills and security deposit, if any, under this contract.
- 10.6. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Vendor/Service Provider towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.
- 10.7. Notwithstanding anything contained hereinabove, the Bank may terminate this contract by giving a 90 day's notice without assigning any cause.

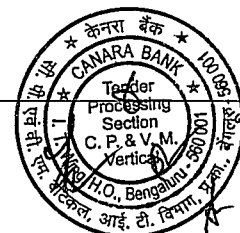




- 10.8. Notwithstanding the existence of a dispute, and/ or the commencement of arbitration proceedings, Vendor/Service Provider should continue the services. Vendor/Service Provider is solely responsible to prepare a detailed Reverse Transition plan.
- 10.9. The Bank shall have the sole decision to determine whether such plan has been complied with or not. Reverse Transition mechanism would include services and tasks that are required to be performed/ rendered by the Vendor/Service Provider to the Bank or its designee to ensure smooth handover and transitioning of the Bank's deliverables.

11. EXIT MANAGEMENT PLAN:

- 11.1. Vendor/Service Provider shall submit a structured & detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Bank.
- 11.2. Vendor/Service Provider shall update the Transition and Exit management on half yearly basis or earlier in case of major changes during the entire contract duration. The plan and the format shall be discussed and approved by the Bank.
- 11.3. The exit Management plan shall deal with the following aspects but not limited to of exit management in relation to the Service Level as a whole and in relation to in scope applications, interfaces, infrastructure and network and the scope of work.
- 11.3.1 A detailed program of the transfer process that could be used in conjunction with a replacement vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
- 11.3.2 Plans for provision of contingent support to the Project and replacement Vendor/Service Provider for a reasonable period (minimum three month and maximum as per mutual agreement) after transfer or as decided by Canara Bank.
- 11.3.3 Plans for training of the Replacement Service Provider/Canara Bank staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by Canara Bank. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of Vendor/Service provider.
- 11.4. At the end of the contract period or during the contract period, if any other Service Provider is identified or selected for providing services related to Vendor/Service Provider scope of work, they shall ensure that a proper and satisfactory handover is made to the replacement Service Provider.
- 11.5. All risk during transition stage shall be properly documented by Vendor/Service Provider and mitigation measures shall be planned to ensure a smooth transition without any service disruption. Vendor/Service Provider must ensure that hardware supplied by them shall not reach end of support products (software/ hardware) at time of transition. Vendor/Service Provider shall inform well in advance end of support products (software/hardware) for the in-scope applications and infrastructure.
- 11.6. The transition & exit management period will start minimum six (6) months before the expiration of the contract or as decided by Canara Bank.



- 11.7. Vendor/Service Provider will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.
- 11.8. In case of termination, the exit management period will start from effective date of termination, or such other date as may be decided by Canara Bank and communicated to Vendor/Service Provider.
- 11.9. Vendor/Service Provider must ensure closing off all critical open issues, any audit observation as on date of exit. All other open issues as on date of Exit shall be listed and provided to Canara Bank.
- 11.10. Vendor/Service Provider needs to comply with Banks requirements and any statutory or regulatory guidelines during the reverse transition period.

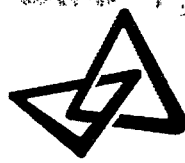
12. TRAINING AND HANDHOLDING:

- 12.1. Vendor/Service Provider shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to:
- 12.1.1. Entire back-up History but not limited to archive policies, retention policies, restore policies, schedules, target storage, backup history.
- 12.1.2. Change Request Logs
- 12.2. Assisting the new Service Provider/Bank with the complete audit of the system including licenses and physical assets
- 12.3. Detailed walk-throughs and demos for the solution
- 12.4. During the exit management period, the Vendor/Service Provider shall use its best efforts to deliver the services.
- 12.5. Vendor/Service Provider shall hold technical knowledge transfer sessions with designated technical team of Business and/or any replacement Service Provider in at least last three (3) months of the project duration or as decided by Bank.

During Reverse transition Bank will not pay any additional cost to the Vendor/Service Provider for doing reverse transition.

13. INTELLECTUAL PROPERTY RIGHTS:

- 13.1. VENDOR/ SERVICE PROVIDER warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER shall ensure that the Solution supplied to the BANK shall not infringe the third party intellectual property rights, if any. VENDOR/ SERVICE PROVIDER shall ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as VENDOR/ SERVICE PROVIDER.



13.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, VENDOR/ SERVICE PROVIDER shall at its choice and expense:

13.2.1. Procure for BANK the right to continue to use such deliverables.

13.2.2. Replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables or

13.2.3. If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/ SERVICE PROVIDER for such deliverables, along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.

13.3. The indemnification obligation stated in this clause shall apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party to make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

13.4. VENDOR/ SERVICE PROVIDER acknowledges that business logics, work flows, delegation and decision making processes of BANK are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Software/Service.

14. INDEMNITY:

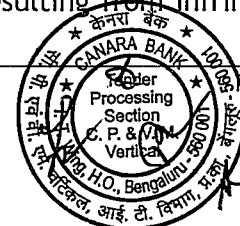
14.1 VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;

14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;

14.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider.

14.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of

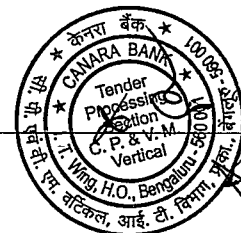


any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of service provided by them

- 14.3. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- 14.4. All Employees engaged by VENDOR/ SERVICE PROVIDER shall be in sole employment of VENDOR/ SERVICE PROVIDER and the VENDOR/ SERVICE PROVIDER shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.
- 14.5. In any event, neither party shall be liable for any special, incidental, punitive, exemplary or consequential damages arising out of or in connection with the Contract entered between the parties. The aggregate liability of either party, whether under the contract, in tort or otherwise, shall not exceed the total contract value, provided that this limitation shall not apply to:
- (i) Any obligation or claim arising out of or in connection with any third party claim of IPR infringement,
 - (ii) In the event of any gross negligence or willful misconduct on part of either party, as finally judicially determined by a court of competent jurisdiction.

15. RIGHT TO AUDIT:

- 15.1. The VENDOR has to get itself annually audited by internal/ external empanelled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products (IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subcontractors (if allowed by the PURCHASER) shall facilitate the same. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.
- 15.2. Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- 15.3. The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to such auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER.



16. BUSINESS CONTINUITY PLAN:

- 16.1. The service provider/vendor shall develop and establish a robust Business Continuity and Management of Disaster Recovery Plan if not already developed and established so as to ensure uninterrupted and continued services to the Bank and to ensure the agreed upon service level.
- 16.2. The service provider/vendor shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Bank may consider joint testing and recovery exercise with the Service provider/vendor.

17. CORRUPT AND FRAUDULENT PRACTICES:

- 17.1. Vendor/Service Provider shall at all times observe the highest standard of ethics during the entire contract period.
- 17.2. Vendor/Service Provider shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for Supply, Implementation, Migration and Support of the Solution by the Bank.

18. CONFIDENTIALITY AND NON-DISCLOSURE:

- 18.1. VENDOR/ SERVICE PROVIDER shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. VENDOR/ SERVICE PROVIDER shall suitably defend, indemnify BANK for any loss/damage suffered by BANK on account of and to the extent of any disclosure of the confidential information. VENDOR/ SERVICE PROVIDER shall furnish an undertaking in the prescribed format.
- 18.2. No Media release/public announcement or any other reference to the Contract/RFP or any program there under shall be made without the written consent of the BANK, by photographic, electronic or other means.
- 18.3. Provided that the Confidentiality Clause may not be applied to the data or information which;
- a) Was available in the public domain at the time of such disclosure through no wrongful act on the part of VENDOR/ SERVICE PROVIDER.
- b) Is received by VENDOR/ SERVICE PROVIDER without the breach of this Agreement.
- c) Is required by law or regulatory compliance to disclose to any third person.
- d) Is explicitly approved for release by written authorization of the Bank.
- 18.4. Service Provider to ensure confidentiality of customer data and shall be liable in case of any breach of security and leakage of confidential customer related information

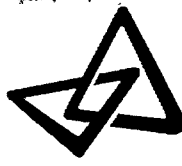
THESE CONFIDENTIALITY OBLIGATIONS SHALL SURVIVE THE TERMINATION OF THIS CONTRACT AND THE VENDOR/ SERVICE PROVIDER SHALL BE BOUND BY THE SAID OBLIGATIONS.

19. FORCE MAJEURE:

- ## 20. SOCIAL MEDIA POLICY:

- 21. HIRING OF BANK STAFF OR EX-STAFF:**

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existing/ex/retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank

22. ADHERENCE TO BANKS IS SECURITY/CYBER SECURITY POLICIES:

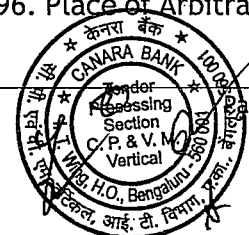
- 22.1. VENDOR/ SERVICE PROVIDER shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines.
- 22.2. In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the vendor/Service Provider shall immediately report such incident to the Bank.

23. PROTECTION OF DATA:

- 23.1. The VENDOR/ SERVICE PROVIDER warrants that at all times, when delivering the Deliverables and providing the Services, use appropriate procedures and care to avoid loss or corruption of data. However, in the event that any loss or damage to Bank data occurs as a result of Vendor/Service provider failure to perform its responsibilities in the RFP, Vendor/Service Provider will at Bank's request correct or cause to be corrected any loss or damage to Bank data. Further, the cost of the any corrective action in relation to data loss of any nature will be borne by Vendor/Service Provider, if such loss or damage was caused by any act or omission of Vendor/Service provider or its officers, employees, contractors or agents or other persons under Vendor/Service provider control.
- 23.2. Where the terms of the RFP/Gem Bid/PO require any data to be maintained by the Bank, the Bank agrees to grant, Vendor/Service provider such access and assistance to such data and other materials as may be required by Vendor/Service Provider, for the purposes of correcting loss or damage to Bank data.
- 23.3. The VENDOR/ SERVICE PROVIDER is required to adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor/Service provider will be liable to bank for any event for security breach and leakage of data/information
- 23.4. The VENDOR/ SERVICE PROVIDER should ensure that it is complying with applicable guidelines issued by regulatory bodies on Digital Data Protection Act 2023 and its future amendments and communications.

24. DISPUTE RESOLUTION MECHANISM:

- 24.1. All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of Parties failing to consent upon a single Arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole Arbitrator as provided under the Arbitration and Conciliation Act, 1996. Place of Arbitration shall



be Bengaluru, India which will be governed by Indian Arbitration and Conciliation Act, 1996. Proceedings of Arbitration shall be conducted in English language only.

25. GOVERNING LAWS AND JURISDICTION OF THE COURT:

25.1. All disputes and controversies between Bank and VENDOR/ SERVICE PROVIDER shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this Contract shall be governed by the laws of India.

26. NOTICES:

26.1. Any notice or other communication required or permitted by this Contract shall be in writing, in English, delivered by certified or registered mail, return receipt requested, postage prepaid and addressed as follows or to such other address as may be designated by notice being effective on the date received or, if mailed as set above:

If to BANK:

Registered Office Address: Canara Bank Head Office (Annex),
Centralized Procurement and Vendor Management Vertical,
Information Technology Wing,
#14, M G Road, Naveen Complex,
Bengaluru -560001

Designated Contact Person: (Designation)

Phone: 080-25599244

Email: suppliermanagement@canarabank.com

If to VENDOR/ SERVICE PROVIDER:

Registered Office Address:

Designated Contact Person: Sri. _____ (_____)

Phone: +91-_____

Email: _____

27. AMENDMENTS TO CONTRACT:

27.1. The terms and conditions of this Agreement may be modified by Parties by mutual agreement from time to time. No variation of or amendment to or waiver of any of

the terms of this Agreement shall be effective and binding on the Parties unless evidenced in writing and signed by or on behalf of each of the Parties.

28. CONFLICT OF INTEREST:

- 28.1. VENDOR/ SERVICE PROVIDER represents and warrants that it has no business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under this Agreement.
- 28.2. VENDOR/ SERVICE PROVIDER represents and warrants that if any such actual or potential conflict of interest arises under this Agreement, Vendor/Service Provider shall immediately inform the Bank in writing of such conflict.
- 28.3. VENDOR/ SERVICE PROVIDER acknowledges that if, in the reasonable judgment of the Bank, such conflict poses a material conflict to and with the performance of VENDOR/ SERVICE PROVIDER's obligations under this Agreement, then the Bank may terminate the Agreement immediately upon Written notice to VENDOR/ SERVICE PROVIDER; such termination of the Agreement shall be effective upon the receipt of such notice by VENDOR/ SERVICE PROVIDER.

29. ESCALATION MATRIX:

The escalation matrix at the Vendor/Service Provider level, shall be provided as below.

In case of any issue with respect to the execution of the Project, Delivery of Hardware, Services etc., the Bank can escalate the issue as per the escalation matrix.

Escalation matrix shall be strictly followed to resolve any tickets, whenever raised.

Escalation Level	Name	Designation	Office Address	Mobile Number	Role & Responsibility	E-mail ID
First Level	-----	-----	-----	-----	-----	-----
Senior Level/Middle Level	-----	-----	-----	-----	-----	-----
Highest Level	-----	-----	-----	-----	-----	-----

30. GENERAL CONDITIONS TO CONTRACT:

- 30.1. The VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.
- 30.2. The VENDOR/ SERVICE PROVIDER shall adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its

customer's data and report same to the bank, Vendor/Service Provider shall be liable to bank for any event for security breach and leakage of data/information

- 30.3. The VENDOR/ SERVICE PROVIDER shall abide/comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.
- 30.4. No forbearance, indulgence, relaxation or inaction by any Party [BANK or VENDOR/ SERVICE PROVIDER] at any time to require the performance of any provision of Contract shall in any way affect, diminish, or prejudice the right of such Party to require the performance of that or any other provision of Contract.
- 30.5. No waiver or acquiescence of any breach, or any continuing or subsequent breach of any provision of Contract shall be construed as a waiver of any right under or arising out of Contract or an acquiescence to or recognition of any right and/or any position other than that expressly stipulated in the Contract.
- 30.6. All remedies of either BANK or VENDOR/ SERVICE PROVIDER under the Contract whether provided herein or conferred by statute, civil law, common law, custom, or trade usage, are cumulative and not alternative may be enforced successively or concurrently.
- 30.7. If any provision of Contract or the application thereof to any person or Party [BANK/ VENDOR/ SERVICE PROVIDER] is or becomes invalid or unenforceable or prohibited by law to any extent, this Contract shall be considered divisible as to such provision, and such provision alone shall be inoperative to such extent and the remainder of the Contract shall be valid and binding as though such provision had not been included. Further, the Parties [BANK and VENDOR/ SERVICE PROVIDER] shall endeavour to replace such invalid, unenforceable or illegal provision by one that is valid, enforceable, and legal and achieve substantially the same economic effect as the provision sought to be replaced.
- 30.8. None of the provisions of Contract shall be deemed to constitute a partnership between the Parties [BANK and VENDOR/ SERVICE PROVIDER] and neither Party [BANK nor VENDOR/ SERVICE PROVIDER] shall have any right or authority to bind the other as the other's agent or representative and no Party shall be deemed to be the agent of the other in any way.
- 30.9. Contract shall not be intended and shall not be construed to confer on any person other than the Parties [BANK and VENDOR/ SERVICE PROVIDER] hereto, any rights or remedies herein.
- 30.10. Contract shall be executed in English language in 1 (one) original, the BANK receiving the duly signed original and VENDOR/ SERVICE PROVIDER receiving the duly attested photocopy.

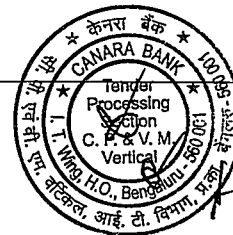
IN WITNESS WHEREOF, the Parties hereto have executed this Agreement the day and year first herein above written.

Signature:

Signature:

Name:

Name:



Designation:

For & on behalf of:

(BANK)

Designation:

For & on behalf of

(VENDOR/ SERVICE PROVIDER)

In the presence of:

In the presence of:

Signature-1:

Name:

Designation:

Signature-1:

Name:

Designation:

Signature-2:

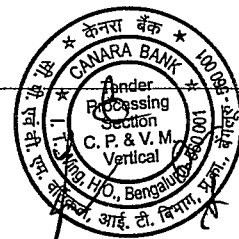
Name:

Designation:

Signature-2:

Name:

Designation:



Appendix -A

Instructions to be noted while preparing/submitting Part A - Technical cum Eligibility

All the Annexures should be submitted in Bidder's Letter Head with seal and signature of the authorized signatory.

- 1) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate.
- 2) Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the bid documents with supporting documents.
- 3) Bid Covering letter as per Annexure-1.
- 4) Pre-Qualification Criteria declaration as per Annexure-2 with documentary proof in support of the Pre-Qualification Criteria.
- 5) Bidder's Profile as per Annexure-3.
- 6) Bid Security Declaration as per Annexure-4 (if eligible).
- 7) Make in India Certificate as per Annexure-5.
- 8) List of major customers as per Annexure-6.
- 9) Office details as per Annexure-7.
- 10) Compliance to the Scope of Work as per Annexure-8.
- 11) Documents/References and Presentation etc., as per Annexure(s) - 9,9A,9B,9C & 9D for Technical Evaluation.
- 12) Non-Disclosure Agreement as per Annexure-10.
- 13) Compliance Statement as per Annexure-11.
- 14) Undertaking Letter as per Annexure-12.
- 15) Escalation Matrix as per Annexure-13.
- 16) Masked bill of Material as per Annexure-14.
- 17) Non Disclosure Agreement as per Annexure-15.
- 18) Signed Pre Contract Integrity Pact as per Appendix-G in non-judicial Stamp paper.

