

**REQUEST FOR QUOTES [RFQ 050/2024-25 Dated 10/10/2024]**

**FOR**

**SELECTION OF HR CONSULTANT FOR ENGAGING 60 SPECIALIST OFFICERS ON CONTRACT BASIS.**

**Issued by: Canara Bank  
Single Tender Enquiry Processing Section  
Centralized Procurement & Vendor Management Wing,  
HO (Annex)  
1<sup>st</sup> Floor, Naveen Complex  
14, M G Road  
Bengaluru-560 001  
Phone No:080-25584873  
Email: [singletender@canarabank.com](mailto:singletender@canarabank.com)**

This bid is restricted to the following vendors who are empaneled in Bank through EOI ref: EOI 08/2023-24 dated 01/02/2024.

1. M/s BDO India LLP.
2. M/s T.M. Inputs & Services Private Limited.
3. M/s T&M Services Consulting Pvt.Ltd.
4. M/s Egon Zehnder International Private Limited.

**BID SCHEDULE**

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ-050/2024-25 dated 10/10/2024
2.	Name of the Wing	Centralized Procurement & Vendor Management Wing, HO
3.	Brief Description of the RFQ	Selection of HR Consultant for engaging 60 Specialist officers on contract basis.
4.	Bank's Address for Communication	The Senior Manager Canara Bank, Single Tender Enquiry Processing Section Centralized Procurement & Vendor Management Wing, Head Office (Annexe), 1 <sup>st</sup> Floor, Naveen Complex, 14, M G Road, Bengaluru -560 001 Karnataka.
5.	Earnest Money Deposit (Refundable)	Rs.1,00,000/- (Rupees One Lakhs Only)
6.	Performance Bank Guarantee/Bid Security	5% of the Total Contract Value
7.	Last Date, Time and Venue for Submission of Bids	30/10/2024, Wednesday at 03:00 PM  Canara Bank, Single Tender Enquiry Processing Section Centralized Procurement & Vendor Management Wing, Head Office (Annexe), 1 <sup>st</sup> Floor, Naveen Complex, 14 M G Road, Bengaluru 560001.
8.	Date, Time & Venue for opening of Commercial Proposals	30/10/2024, Wednesday at 03:30 PM  Canara Bank, Single Tender Enquiry Processing Section Centralized Procurement & Vendor Management Wing, Head Office (Annexe), 1 <sup>st</sup> Floor, Naveen Complex, 14 M G Road, Bengaluru 560001.
9.	Mode of submission of bids	Hard copy (The bid should be submitted in sealed cover addressed to the Bank at the mentioned address within the date and time specified).  Note: Bids sent through post/courier/email will not be accepted/evaluated. Bids should be deposited in the Tender Box only.
10.	Timelines for the services	As per the RFQ terms and conditions
11.	Scope of Work	As per Annexure-I

**1. About Canara Bank**

- 1.1. CANARA BANK is one of the largest Public Sector Banks owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Department of Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. The Bank is having pan India presence of more than 9518 branches, 24 Circle offices and 176 Regional Offices situated across the States. The Bank also has offices abroad in London, Dubai and New York.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

**2. About RFQ:**

- 2.1. Bank intends to onboard HR Consultant for engaging 60 Specialist officers under different Posts as detailed in Annexure-VI on contract basis. The engagement of 60 Specialist officers will be for an initial contract period of two years, extendable by one-year subject to satisfactory performance and further extendable for two more years, subject to maximum period of five years from the date of initial engagement as per the scope of work attached in Annexure-I.
- 2.2. The RFQ document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the services, unless a purchase order or notification of award is published by Canara Bank if any, as an end result of this RFQ process. The provision of the services is subject to compliance to selection process and appropriate documentation being agreed between the Bank and selected Vendor as identified by the Bank after completion of the selection process.

**3. Submission of Bids:**

- 3.1. The Name and address of the Vendor, RFQ No. to be specifically mentioned on the Top of the envelope containing Bid.
- 3.2. The bid/s properly superscribed in the manner prescribed in earlier clauses of this RFQ should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in bid schedule.
- 3.3. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of RFQ, the next working day will be deemed to be the last day for submission of the RFQ. The Bid/s which is/are deposited after the said date and time shall not be considered.

- 3.4. Bids sent through post/courier will not be accepted/ evaluated. Bids should be deposited in the Tender Box.
- 3.5. If the envelopes, including the outer envelope is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 3.6. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents:

First Official	Alternate Official
<b>Mr. Sravan Shankar M</b> <b>Senior Manager</b> <b>Canara Bank</b> <b>Single Tender Enquiry Processing</b> <b>Section, CP&amp;VM Wing, First Floor,</b> <b>Naveen Complex, 14 M G Road,</b> <b>Bengaluru - 560 001.</b> <b>Tel - 080 25584873</b>	<b>Pradeep Shukla</b> <b>Divisional Manager</b> <b>Canara Bank</b> <b>Single Tender Enquiry Processing</b> <b>Section, CP&amp;VM Wing, First Floor,</b> <b>Naveen Complex, 14 M G Road,</b> <b>Bengaluru - 560 001.</b> <b>Tel - 080 25584873</b>

In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above-mentioned officials to receive the tender. However, Vendor should reach the venue before the date and time stipulated.

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

#### 4. **Earnest Money Deposit (EMD):**

- 4.1. The Vendor/Service Provider shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru.
- 4.2. In case the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with additional claim period of 2 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Annexure-V.
- 4.3. The Bank Guarantee issued by the issuing Bank on behalf of Vendor/Service Provider in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). The format for submission of EMD in the form of Bank Guarantee is as per Appendix-V. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be rejected summarily.
- 4.4. The Vendor/Service Provider has the provision to remit the Earnest Money Deposit through online mode to below mentioned account for this RFQ:

Account Name : DIT Procurement  
Account No : 0792201002351  
IFSC Code : CNRB0000792  
Narration : EMD FOR <RFQ REF NO.>

Vendors/Service Providers are requested to clearly mention the Name of the Firm with RFQ No. in the Narration field.

- 4.5. Non submission of EMD leads to rejection of Bid.
- 4.6. The EMD of Technically Qualified Vendors except the selected vendor will be returned within 30 days after opening the Commercial Proposals of the vendor s qualified under Part A - Technical cum Eligibility. The EMD of the selected vendor will be returned within 15 days after submission of Performance Security.
- 4.7. The EMD may be forfeited/ Bank Guarantee may be invoked:
  - 4.7.1. If the vendor withdraws or amends the bid during the period of bid validity specified in this document.
  - 4.7.2. If the selected vendor fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFQ.

**5. Acceptance of Offer:**

- 5.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 5.2. The Bank will not be obliged to meet and have discussions with any Vendor and/or to entertain any representations in this regard.
- 5.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFQ with or without modifications. Bank shall not be obliged to inform the affected Vendor(s) of the grounds for the Bank's rejection.
- 5.4. The Vendor including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

**6. Award of Contract:**

- 6.1. The Vendor/s who quotes the lowest price (L1) after opening of the commercial bid will be referred as the successful Vendor/ Vendors and Bank will notify the name of the selected Vendor/s by displaying in the Notice Board of the Bank.

- 6.2. The contract shall be awarded and the order shall be placed on selected L1 Vendor/s. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- 6.3. The selected Vendor/s shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Vendor shall be the date of acceptance of the order by the Vendor.
- 6.4. In case of non-receipt of acceptance by the due date, the Purchase Order shall have deemed to have been accepted by the vendor.
- 6.5. The selected Vendor/s will be required to provide the service to branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFQ.

## 7. Project Timelines

- 7.1. The Vendor/Service Provider should accept the Purchase Order within seven (7) days from the date of issuance of Purchase Order.
- 7.2. Bank shall provide the address and contact details for delivery of required services (if applicable) while placing the order.
- 7.3. The Vendors/Service Providers are requested to keep the following timelines with regard to the completion of the project:

Sl No	Activity	Indicative Timeline
1	Decide the experience/ qualification/ certifications - stream -wise for the candidates	7-10 days from the date of acceptance of PO
2	Wider publicity of Bank recruitment including social media.	Within 15 days from date of advertisement/ till last date of receipt of application
3	Qualification check, experience check, companies worked earlier, exposure in domain etc. in respect of all the candidates shortlisted for interview.	Within 10 days after receipt of shortlisted candidate from M/s IBPS
4	Conducting the Background verification of the selected candidates Character and antecedents verification, Caste Verification, experience certificate verification, CIBIL Check. etc.	Within 30 days from the date of joining.

**8. Payment Terms:**

8.1. Payment schedule for engaging 60 Specialist officers will be as under:

S No No.	Payment Stages	Percentage of Payment (%)	Condition/Remarks
a	On completion of Activity 1	10	Submission of experience/qualification/certifications-stream-wise for the candidates.
b	On completion of Activity 2	10	Post publication of advertisements by consultant for Wider publicity of Bank recruitment including social media.
c	On completion of Activity 3	30	Post submission of eligibility reports (Qualification check, experience check, companies worked earlier, exposure in domain etc) before conduct of Interviews.
d	On completion of Activity 4	20	Post submission of Background verification reports obtained from the Authorities.
e	On completion of 3 months of joining of all selected candidates	30	Final Settlement.

8.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery/acceptance certificate duly signed by Bank officials should be submitted while claiming payment in respect of orders placed.

8.3. The amount payable to the empaneled HR Consultant will be on pro-rata basis only.

8.4. Bank will not pay any amount in advance.

8.5. Payment shall be released within 30 days of submission of relevant documents as per RFQ terms.

8.6. The bank shall finalize the installation and Acceptance format mutually agreed by the Vendor. The Vendor shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.

8.7. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the Selected Vendor has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

**9. Execution of Agreement**

9.1. Within 21 days from the date of acceptance of the Purchase Order, the selected Vendor shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format (Annexure-IV) provided by the Bank.



- 9.2. The Agreement shall include all terms, conditions and specifications of RFQ and also the Bill of Material and Price, as agreed finally after Bid evaluation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the selected Vendor receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.

**10. Penalties/Liquidated Damages**

- 10.1. The Bank will impose liquidated damages 0.50% of the total contract value per week or part thereof, for delay in not adhering to the time schedules for commitments under each activity under Clause 7.3 with the maximum cap of 10% of total contract value.
- 10.2. The selected Vendor/service provider shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 10.3. If any act or failure by the selected Vendor/service provider under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 10.4. If the selected Vendor/service provider fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 10.5. Any financial loss to the Bank on account of fraud taking place due to selected Vendor, its employee or their services provider's negligence shall be recoverable from the selected Vendor along with damages if any with regard to the Bank's reputation and goodwill.
- 10.6. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the selected Vendor.
- 10.7. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the Vendor under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from the selected Vendor or from any other amount payable to the selected Vendor in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 10.8. All the above LDs are independent of each other and are applicable separately and concurrently.
- 10.9. LD is not applicable for the reasons attributable to the Bank and Force Majeure. However, it is the responsibility/onus of the Vendor to prove that the delay is attributed to the Bank and Force Majeure. The Vendor shall submit the proof

authenticated by the Vendor and bank's official that the delay is attributed to the Bank and Force Majeure at the time of requesting payment.

**11. Security Deposit / Performance Bank Guarantee**

- 11.1. The successful The Vendor/Service Provider should submit a Security Deposit / Performance Bank Guarantee for 5% of the Order value within 15 days from the date of acceptance of the Order for a period of Twelve months as per format (Annexure-III) provided by the Bank.
- 11.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 2.5% of the total order value.
- 11.3. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank). However, it should be as per Bank's format.
- 11.4. Security Deposit/Performance Bank Guarantee should be valid throughout the contract period from the date of acceptance of Order and shall be retained till the completion of contract period. The guarantee should also contain a claim period of two months from the last date of validity.
- 11.5. The selected Vendor shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and contract period.
- 11.6. The security deposit/bank guarantee will be returned to the Vendor on completion of contract.
- 11.7. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected Vendor fails to complete his obligations under the contract. The Bank shall notify the selected Vendor in writing before invoking the Bank guarantee.

**12. Pricing & Payments:**

- 12.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.
- 12.2. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.
- 12.3. Applicable Taxes will be paid at actuals.

**13. Subcontracting:**

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

**14. Order Cancellation/Termination of Contract**

**14.1.** The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order 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:

**14.1.1.** Delay in delivery beyond the specified period for delivery.

**14.1.2.** Serious discrepancies noted in the items delivered.

**14.1.3.** Breaches in the terms and conditions of the Order.

**14.2.** The Bank reserves the right to cancel the contract placed on the selected Vendor and recover expenditure incurred by the Bank on the following circumstances:

**14.2.1.** Non submission of acceptance of order within 7 days of order.

**14.2.2.** Excessive delay in execution of order placed by the Bank.

**14.2.3.** The selected Vendor commits a breach of any of the terms and conditions of the bid.

**14.2.4.** The Vendor goes into liquidation voluntarily or otherwise.

**14.2.5.** An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.

**14.2.6.** The progress made by the selected Vendor is found to be unsatisfactory.

**14.2.7.** If deductions on account of liquidated damages exceeds more than 10% of the total contract price.

**14.3.** Bank shall serve the notice of termination to the Vendor at least 30 days prior, of its intention to terminate services during AMC period (If contracted).

**14.4.** In case the selected Vendor 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 selected Vendor by giving 7 days prior notice to the Vendor.

**14.5.** After the award of the contract, if the selected Vendor 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 notice for the same. In this event, the selected Vendor 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.

- 14.6. The Bank reserves the right to recover any dues payable by the selected Vendor from any amount outstanding to the credit of the selected Vendor, including the pending bills and security deposit, if any, under this contract.
- 14.7. 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 towards nonperformance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

15. **Defect Liability:**

In case the product/items/service provided by the selected Vendor is found to be defective or do not achieve the targeted performance as specified herein or with bugs within the period of the contract, the selected Vendor shall forthwith replace such defective service at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFQ terms.

16. **Right to Audit:**

- 16.1. The VENDOR has to get itself annually audited by internal/ external empaneled 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.
- 16.2. 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.
- 16.3. 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.

## 17. Indemnity

17.1. The Vendor 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:

17.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the Vendor;

17.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the Vendor;

17.2. The Vendor 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.

17.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and Vendor shall continue to be liable under the indemnities.

17.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

17.2.3. All Employees engaged by the Vendor shall be in sole employment of the Vendor and the Vendor 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 Vendor.

17.3. Vendor's aggregate liability shall be subject to an overall limit of the total Cost of the project.

## 18. Exit Management Plan

18.1. Successful Vendor shall submit a structured & detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Bank.

18.2. Successful Vendor 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.

- 18.3.** 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 the scope of work.
- 18.3.1.** 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.
- 18.3.2.** 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 Successful Vendor.
- 18.4.** 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 Successful Vendor scope of work, they shall ensure that a proper and satisfactory handover is made to the replacement Service Provider.
- 18.5.** All risk during transition stage shall be properly documented by Successful Vendor 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. Successful Vendor shall inform well in advance end of support products (software/hardware) for the in-scope applications and infrastructure.
- 18.6.** The transition & exit management period will start before the expiration of the contract or as decided by Canara Bank.
- 18.7.** Successful Vendor 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.
- 18.8.** 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 Successful Vendor.
- 18.9.** Successful Vendor 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.
- 18.10.** Successful Vendor needs to comply with Banks requirements and any statutory or regulatory guidelines during the reverse transition period.

**19. Business Continuity Plan:**

- 19.1. The service provider/ vendor/ 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.
- 19.2. The service provider/ vendor/ 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.

**20. Corrupt and Fraudulent Practices:**

- 20.1. As per Central Vigilance Commission (CVC) directives, it is required that Vendors/ Suppliers/ Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
- 20.2. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- 20.3. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among Vendors (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- 20.4. The Bank reserves the right to reject a proposal for award if it determines that the Vendor recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 20.5. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 20.6. The decision of Bank in determining the above aspects will be final and binding on the all the Vendors. No Vendor shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the Vendor wishes to bring additional information to the notice of the Bank, it may do so in writing.
- 20.7. Any effort/ attempt by a Vendor to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Vendor's bid and/or blacklisting the Vendor. The Vendor agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.
- 20.8. The selected Vendor 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.

**21. Adherence to Banks is Security/Cyber Security Policies:**

- 21.1. VENDOR/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.
- 21.2. In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the Vendor/vendor/Service Provider shall immediately report such incident to the Bank.

**22. Protection of Data:**

- 22.1. The VENDOR/ 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/Vendor/Service provider failure to perform its responsibilities in the RFQ, Vendor/ 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/Vendor/Service Provider, if such loss or damage was caused by any act or omission of Vendor/Vendor/Service provider or its officers, employees, contractors or agents or other persons under Vendor/ Vendor/Service provider control.
- 22.2. Where the terms of the RFQ/Gem Bid/PO require any data to be maintained by the Bank, the Bank agrees to grant, Vendor/Vendor/Service provider such access and assistance to such data and . other materials as may be required by Vendor/Vendor/Service Provider, for the purposes of correcting loss or damage to Bank data.
- 22.3. The VENDOR/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/Vendor/Service provider will be liable to bank for any event for security breach and leakage of data/information
- 22.4. The VENDOR/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.

**23. Amendments to Contract:**

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.

**24. General Conditions to Contract:**

- 24.1. The VENDOR/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.



- 24.2. The VENDOR/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.
- 24.3. The VENDOR/ 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.
- 24.4. 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.
- 24.5. 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.
- 24.6. All remedies of either BANK or VENDOR/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.
- 24.7. If any provision of Contract or the application thereof to any person or Party [BANK/ VENDOR/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/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.
- 24.8. None of the provisions of Contract shall be deemed to constitute a partnership between the Parties [BANK and VENDOR/VENDOR/ SERVICE PROVIDER] and neither Party [BANK nor VENDOR/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.
- 24.9. Contract shall not be intended and shall not be construed to confer on any person other than the Parties [BANK and VENDOR/ VENDOR/ SERVICE PROVIDER] hereto, any rights or remedies herein.

## 25. Force Majeure

- 25.1. The selected Vendor shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the Vendor, i.e. Force Majeure.
- 25.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected Vendor, due to or as a result of or caused by acts of God,

wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected Vendor, resulting in such a situation.

**25.3.** In the event of any such intervening Force Majeure, the selected Vendor shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the selected Vendor shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

**25.4.** In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the selected Vendor shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the selected Vendor.

**26. Amendments to the Purchase Order**

Once purchase order is accepted by the selected Vendor, no amendments or modifications of order and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and mutually agreed by the parties.

**27. Amendments to the Agreement**

Once agreement is executed with the selected Vendor, no amendments or modifications of Agreement and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and mutually agreed by the parties.

**28. Modification/ Cancellation of RFQ**

The bank reserves the right to modify/ cancel/ re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected Vendor(s) on account of such rejection. Bank shall not be obliged to inform the affected Vendor(s) of the grounds for the Bank's rejection/cancellation.

**29. Social Media Policy**

**29.1.** No person of the bank or the contractors and third parties shall violate the social media policy of the bank.

**29.2.** The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy:

**29.2.1.** Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.

**29.2.2.** Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures.

**29.2.3.** Any unauthorized use or disclosure of Bank's confidential information or data.

**29.2.4.** Any usage of information or data for purposes other than for Bank's normal business purposes and/ or for any other illegal activities which may amount to violation of any law, regulation or reporting requirements of any law enforcement agency or government body.

**30. Resolution of Disputes**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the 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 then 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.

**31. Legal Disputes and Jurisdiction of the court**

**31.1.** The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain Vendor/prospective Vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFQ. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

**31.2.** All disputes and controversies between Bank and selected Vendor 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 RFQ/Contract agreement shall be governed by the laws of India.

**ANNEXURE-I**

**Scope of Work & Requirements**

**Sub: RFQ 050/2024-25 dated 10/10/2024 for selection of HR Consultant for engaging 60 Specialist officers on contract basis.**

**Scope & role of HR Consultants for hiring professionals from the market as below.**

1. Preparation of job specification (which includes roles and responsibilities, key result/responsibility areas and performance indicators, qualification, experience etc.) in coordination with the Bank for various positions which 'the Bank' intends to hire.
2. Preparation of advertisement for filling positions identified by the Bank in various positions and to assist the Bank to advertise these positions in leading print and digital media according to Bank's requirements.
3. Respond to relevant queries from applicants over phone/email before closing date.
4. To identify and reach out adequate number of suitable candidates who meet to the requirement of the Bank from the Market in the areas of their experience, skill sets, academic qualification from targeted group in market as specified by the Bank.
5. Assisting the Bank in preparation of Job specification which includes Roles and Responsibilities, Key Responsibility areas and performance indicators, qualification, experience and compensation (CTC), etc,
6. Assisting the Bank in Short-listing of applications received for further screening. Provide administrative support for interview of shortlisted candidates ensuring complete co-ordination with shortlisted candidates, arranging for screening process, etc., in consultation with the Bank.
7. Perform background check viz antecedent, qualification, experience, certifications, caste verification and credit history/ credit background Check on Provisional Selected candidates for the position. The Vendor/Vendor should ensure that the candidates identified should not have any police record/criminal record against them. The antecedent and Caste report should be duly signed by Competent Authority.
8. To get unbiased perspective in the recruitment process which is essential for maintaining fairness and transparency.

Bank propose to engage 60 specialist officers on contract basis for an initial period of two years extendable by one-year subject to satisfactory performance and further extendable for two more years subject to a maximum period of five years from the date of initial engagement.

Annexure-II

Bill of Material

Sub: RFQ 050/2024-25 dated 10/10/2024 for selection of HR Consultant for engaging 60 Specialist officers on contract basis.

[Amount in Rupees]

Sl. No	Description	Cost Price			
		Project Cost (Excl. of Tax)	Tax for Column A		Project Cost (Incl. of Tax)
		A	B % of tax	C Tax Amt	D =A+C
1	Consultancy Fee for providing Consultancy Services to the Bank for assisting in the process of on-boarding 60 Specialist officers on contract basis, including the cost of resources as per the scope of work mentioned in the RFQ				
<b>Total Cost</b>					

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 RFQ 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 RFQ.

Date

Signature with seal

Name:

Designation:

**ANNEXURE-III**

**Proforma of Bank Guarantee for Contract Performance**

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To : The Deputy General Manager,  
Canara Bank,  
Centralized Procurement & Vendor Management Vertical  
IT Wing, Head Office,  
Naveen Complex, 14 M G Road  
BENGALURU.

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as “the CONTRACTOR”) has undertaken to supply, transportation, transit insurance, local delivery and installation insurance up to Acceptance by the bank, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to .....(Description of RFP) as per their Contract..... dated \_\_\_\_\_with you (hereinafter referred to as “the CONTRACT” )

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favor, as per Clause \_\_\_\_\_ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as “the PERFORMANCE GUARANTEE”)

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, \_\_\_\_\_and local office at \_\_\_\_\_,India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at \_\_\_\_\_ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs\_\_\_\_\_ (Rupees\_\_\_\_\_) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs\_\_\_\_\_ (Rupees\_\_\_\_\_) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to

establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of \_\_\_\_\_ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) as aforesaid or extend the period of the guarantee beyond the said day of \_\_\_\_\_ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, or registered post to our local address as aforesaid or by email preferably to \_\_\_\_\_ (email ID of the BG issuing bank) or by SFMS preferably to \_\_\_\_\_ (IFSC of the BG issuing bank) . If sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only)
- ii. This guarantee shall be valid up to \_\_\_\_\_ and ;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before \_\_\_\_\_ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2018.

For and on behalf of

\_\_\_\_\_ BRANCH MANAGER SEAL ADDRESS PLACE

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank

Name of the Branch : IT Wing

IFSC Code: CNRB0000007



ANNEXURE-IV

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 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 to Vendor/ Service Provider as per the terms and conditions in this contract or till the expiry of the contract whichever is later.

**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 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:**

9.1. 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.

- 9.2. In relation to any undertaking and under any circumstances, the service provider shall exercise the degree of skill, diligence, prudence, and foresight that would reasonably be expected from a highly skilled and experienced professional engaged in the same type of undertaking under similar circumstances. Further the vendor/service provider shall identify and designate skilled personnel necessary for the operation of critical functions under this agreement. Such personnel shall be considered essential and must be available to work on-site during exigencies including but not limited to emergencies and pandemics. The service provider shall provide the bank with a list of these essential personnel and any associated backup arrangements and ensure their availability as required.
- 9.3. The service provider shall wherever applicable be obligated to establish and maintain suitable back-to-back contractual arrangements with the Original Equipment Manufacturers (OEMs) to ensure that all services, warranties, and obligations stipulated in this Agreement are fully supported and enforceable by the OEMs. These arrangements shall include, but are not limited to, the OEMs' commitment to provide necessary resources, technical support, replacement parts, and any other services required to fulfill the terms of this Agreement. The Service Provider must provide evidence of such arrangements upon request and shall ensure that these agreements are in place for the duration of this contract to guarantee seamless service delivery and compliance with all contractual obligations.
- 9.4. The vendor/service provider shall deliver the agreed-upon goods and services in accordance with this agreement with respect to quality and quantity, and shall be subject to regular monitoring and reporting.

**10. ORDER CANCELLATION/TERMINATION OF CONTRACT:**

- 10.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 day's notice.
- 10.2. 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:
- 10.2.1. Delay in delivery beyond the specified period for delivery.
- 10.2.2. Serious discrepancies noted in the items delivered.
- 10.2.3. Breaches in the terms and conditions of the Order.
- 10.2.4. Non submission of acceptance of order within 7 days of order.
- 10.2.5. Excessive delay in execution of order placed by the Bank.
- 10.2.6. The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.
- 10.2.7. The Vendor/Service Provider goes in to liquidation voluntarily or otherwise.
- 10.2.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.

- 10.2.9. The progress made by the Vendor/Service Provider is found to be unsatisfactory.
- 10.2.10. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- 10.3. Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services.
- 10.4. 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.
- 10.5. 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.
- 10.6. 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.
- 10.7. 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.
- 10.8. Notwithstanding the existence of a dispute, and/ or the commencement of negotiation and mediation 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. This transition process shall be managed to ensure minimal disruption to the bank's operations and continuity of services.
- 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.

11.11. The vendor/service provider shall fully cooperate with relevant authorities in the event of the bank's insolvency or resolution, including providing necessary information and support as required to facilitate the orderly transition and resolution process, ensuring minimal disruption to services and compliance with regulatory requirements.

## **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. VENDOR/ SERVICE PROVIDER 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 **Solution** supplied by them.

14.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.

14.2.2. The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or



confidential information, fraud or gross negligence or wilful misconduct or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

14.2.3. 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.

14.3. VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.

## **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 the PURCHASER and/or 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. The vendor/service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business / customer information, trade secrets and process of the Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the Bank and shall be considered to be confidential and proprietary information (“Confidential Information”), and shall not in any way disclose to anyone and the same shall be treated as the intellectual property of the Bank. The Service Provider shall ensure that the same is not used or permitted to be used in any manner incompatible inconsistent with that authorized procedure/ practice by the Bank. The Confidential Information will be safeguarded, and the Service Provider will take all necessary action to protect it against misuse, loss, destruction, alteration, or deletion thereof. Any violation of the same will be liable for action under the law.

18.2. 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.

18.3. 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.

18.4. 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.

- 18.5. 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
- 18.6. The vendor/service provider may disclose only the following types of data to the bank's customers and/or third parties with prior written consent of the bank: financial data, sensitive personal data, and other information explicitly permitted by the bank. All disclosures must comply with applicable laws, RBI regulations and guidelines. Prior written consent from the bank is required for any other disclosures, and detailed records of all shared data must be maintained by the service provider and shall be provided to the bank as and when required by the bank.

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:**

- 19.1. VENDOR/ SERVICE PROVIDER shall not be liable for default or non-performance of the obligations under the Contract, if such default or non-performance of the obligations under this Contract is caused by any reason or circumstances or occurrences beyond the control of VENDOR/ SERVICE PROVIDER, i.e. Force Majeure.
- 19.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the VENDOR/ SERVICE PROVIDER, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, Government policies or events not foreseeable but does not include any fault or negligence or carelessness on the part of the VENDOR/ SERVICE PROVIDER, resulting in such a situation.
- 19.3. In the event of any such intervening Force Majeure, VENDOR/ SERVICE PROVIDER shall notify the BANK in writing of such circumstances and the cause thereof immediately within seven days. Unless otherwise directed by the BANK, VENDOR/ SERVICE PROVIDER shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 19.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the BANK and VENDOR/ SERVICE PROVIDER shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the BANK shall be final and binding on the VENDOR/ SERVICE PROVIDER.

**20. SOCIAL MEDIA POLICY:**

- 20.1. No person of the Bank or the Vendor/Service Provider and third parties shall violate the Social Media Policy of the Bank.
- 20.2. The following acts on the part of personnel of the Bank or Vendor/Service Provider and third parties shall be construed as violation of Social Media Policy:
- 20.2.1. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time.

20.2.2. Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures.

20.2.3. Any unauthorized use or disclosure of Bank's confidential information or data.

20.2.4. Any usage of information or data for purposes other than for Bank's normal business purposes and / or for any other illegal activities which may amount to violation of any law, regulation or reporting requirements of any law enforcement agency or government body.

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

The VENDOR/ SERVICE PROVIDER or subcontractor(s) shall not hire any of the existing/ ex/retired employee of the Bank during the contract period or after the closure/termination of contract even if existing/ ex/retired employee actively seek employment from the VENDOR/ SERVICE PROVIDER or sub-contractor(s). The period /duration after the date of resignation/ retirement/ termination after which the 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. Vendor/Service Provider warrants that at all times, when delivering the Deliverables and/or 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's failure to perform its responsibilities in the RFP/ Gem Bid/ PO/Agreement, 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 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/Agreement 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. If any data to be shared between the Bank and Vendor/Service provider for the purpose of the contract, the same shall be shared through secured channels in an encrypted manner. The Vendor/ Service Provider shall process the relevant data at \_\_\_\_\_ (furnish the location). If the Vendor/ Service Provider proposes any change in data processing location, the same shall be notified to the Bank before the change of location. Vendor/Service provider is required to adhere to

RBI guidelines for storage of data in India as per regulatory requirements/instructions, 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. The data if any to be stored by the vendor shall be stored in an encrypted manner. Vendor/Service provider will be liable to bank for any event for security breach and leakage of data/information. No biometric data shall be stored/ collected in the system associated with the vendor, unless allowed under extant statutory guidelines. The vendor shall have a structured process in place for secured removal/disposal/destruction of data and the details of the same shall be provided to the Bank as and when required by the bank.

- 23.3. Data privacy and security of the customer's personal information shared by the Bank shall always be ensured by Vendor/Service Provider. The personal information of customers shall not be stored and processed by the vendor except certain basic minimal data (viz. name, address, contact details of the customer etc.) as required for the performance of its obligations under this Agreement. Vendor/Service Provider should ensure that it is complying with applicable guidelines issued by regulatory bodies on Digital Personal Data Protection Act 2023 and its future amendments and communications.
- 23.4. The Service provider shall ensure compliance with any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the contract and the contract shall be subject to the applicable law. If any modifications are required in existing applications/services due to change in the applicable Law by the Legislator and/or regulators, the Service provider shall make the necessary changes as per the instructions of the Bank. Payment terms for the modifications/changes necessitated due to change in applicable law shall be mutually agreed between the Bank and the Service provider. For this purpose "Applicable Law" means all the (a) applicable provisions of the constitution, treaties, statutes, laws (including the common law), codes, rules, regulations, ordinances, or orders of any Government Authority of India, Regulators; (b) orders, decisions, injunctions, judgments, awards, decrees, etc., of any Government Authority, Regulators including but not limited to rules, regulations, guidelines, circulars, Frequently Asked Questions (FAQs) and notifications issued by the RBI from time to time; and (c) applicable international treaties, conventions and protocols that become enforceable from time to time.

#### **24. DISPUTE RESOLUTION MECHANISM:**

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 by negotiation between the parties. In case of failure to resolve the disputes and differences amicably through negotiation, the matter may be referred to mediation with the assistance of a mediator mutually agreed upon after issuance of at least 30 days' notice in writing to the other party clearly setting out the intention to refer such dispute to mediation. Proceedings of mediation shall be governed by The Mediation Act, 2023. Place of Mediation shall be Bengaluru, India. Proceedings of the mediation shall be conducted in English language.

**25. GOVERNING LAWS AND JURISDICTION OF THE COURT:**

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:**

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 Wing,  
#14, M G Road, Naveen Complex,  
Bengaluru -560001

Designated Contact Person: ..... (Designation)

Phone: 080-25599244

Email: [suppliermanagement@canarabank.com](mailto:suppliermanagement@canarabank.com)

**If to VENDOR/ SERVICE PROVIDER:**

Registered Office Address:

Designated Contact Person: Sri. \_\_\_\_\_ (\_\_\_\_\_)

Phone: +91-\_\_\_\_\_

Email: \_\_\_\_\_

**27. AMENDMENTS TO CONTRACT:**

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.
- 30.11. The vendor/service provider shall comply with all applicable provisions of the Information Technology Act, 2000 and any amendments thereto. This includes adhering to regulations and standards set forth under the Act concerning data protection.
- 30.12. The Vendor/Service Provider shall be liable for any loss caused to the bank due to any wilful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents or representatives which is found to be a causative factor for any fraud, in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions.



30.13. Further Vendor/Service Provider the agrees that the guidelines issued by various regulators/government authorities/enforcement agencies etc. from time to time shall form part and parcel of this agreement and shall adhere to the same.

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

Signature:  
Name:  
Designation:  
For & on behalf of:  
(BANK)

Signature:  
Name:  
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

Bank Guarantee Format for Earnest Money Deposit

To :  
The Deputy General Manager,  
Canara Bank,  
IT Wing, Head Office,  
Naveen Complex, 14 M G Road  
BENGALURU

WHEREAS \_\_\_\_\_ (Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated \_\_\_\_\_ (Date) for the execution of (Name of Contract) \_\_\_\_\_ (hereinafter called "the Tender") in favour of \_\_\_\_\_ hereinafter called the "Beneficiary";

KNOW ALL MEN by these presents that we, \_\_\_\_\_ (name of the issuing Bank), a body corporate constituted under the \_\_\_\_\_ having its Head Office at \_\_\_\_\_ amongst others a branch/office at \_\_\_\_\_ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Beneficiary during the period of Tender validity;
  - (i) fails or refuses to execute the Agreement, if required; or
  - (ii) fails or refuses to furnish the performance security, in accordance with clause \_\_\_\_\_ of conditions of Contract.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only)
- ii) This Bank Guarantee is valid up to \_\_\_\_\_ and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated \_\_\_\_\_ day of \_\_\_\_\_ 2022.

(SIGNATURE & SEAL OF THE BANK)

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank  
Name of the Branch : DIT Wing  
IFSC Code: CNRB0000007

**ANNEXURE-VI**

Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
1	Application Developer (Vacancies-7)	<p>Mandatory:</p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT / Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p>Desirable:</p> <p>DotNet latest version 4 and above, Oracle 19c or above/ SQL, MVC, C#, JQuery, JavaScript, Bootstrap, any CSS frame work, Flutter Flow with knowledge of flutter/dart</p>	<p>Mandatory:</p> <p>3 years' in relevant field.</p> <p>Desirable:</p> <p>5 years' in relevant field.</p> <p>Preference will be given to candidates with hands on experience on Dot Net latest version 4 and above, Oracle 19c or above/ SQL, MVC, C#, JQuery, JavaScript, Bootstrap, any CSS frame work, Flutter Flow with knowledge of flutter/dart.</p>	<p>Programming/ development activities including development of packages/ applications/ APIs activities.</p> <p>Development of web pages, windows application, console application, command line programs, APIs, writing business logic, creation of DB objects, developing reports, writing scripts etc.</p> <p>Adhere the technologies/languages/platforms which are adopted by the Bank.</p> <p>Troubleshooting of any existing applications/packages to make the application working.</p> <p>Unit testing of the modules and correct the bugs/errors if any.</p> <p>Awareness of SDLC and Secure Coding practices.</p> <p>Maintain Application/ Change Request register for development activities.</p> <p>Any other work entrusted by the Bank from time to time.</p>

Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
2	Cloud Administrator (Vacancies-2)	<p>Mandatory:</p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p>Mandatory Certification:</p> <p>Any certifications from Cloud OEMs like AZURE/ AWS/ GCS/ ORACLE or reputed associations.</p>	<p>Mandatory:</p> <p>3 years' hands on experience on Application migration from private to public cloud, cloud native Apps of multiple OEMs like Microsoft/ Amazon/ Google etc.</p> <p>Desirable:</p> <p>5 years' hands on experience on Application migration from private to public cloud, cloud native Apps of multiple OEMs like Microsoft/ Amazon/ Google etc.</p>	<p>Willing to work in multi-site 24X7 IT environment.</p> <p>Troubleshooting of cloud applications/ DBs.</p> <p>Cloud performance monitoring/tuning.</p> <p>Should have architectural knowledge on private/public/hybrid clouds.</p> <p>Should be able to administer cloud applications performance/ troubleshooting/ monitoring.</p> <p>Should be able to migrate applications from on-premises to public cloud.</p> <p>Designing and Automation on cloud native applications.</p> <p>Daily performance monitoring of cloud applications.</p> <p>Troubleshooting of cloud applications.</p> <p>Health checkup of Hardware/ software of cloud connectivity.</p> <p>Should participate in design of cloud application migrations.</p> <p>Writing automation scripts for improving the daily legacy jobs.</p> <p>Any other work entrusted by the Bank from time to time.</p>

3	Cloud Security Analyst (Vacancies-2)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p>	<p><b>Mandatory:</b></p> <p>2 years' in Cloud environment.</p>	<p>Review of IT projects in terms of information security, preparing controls for security in various platforms like virtualization, Cloud etc.</p> <p>Security architecture review of cloud infrastructure designs.</p> <p>Provide security architecture designs and reviews for IT projects having cross multiple platforms.</p> <p>IT Risk assessment and mitigation.</p>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		<p>BE / B-Tech /M-Tech in Computer Science/ Information Technology/ Computer Engineering/ Computer Science &amp; Technology/ Information Science and Engineering/ Electronics and Communications Engineering or MCA with minimum 60% marks or Equivalent Grade of First Class.</p> <p><b>Mandatory Certification:</b></p> <p>Anyone of CCSP/ CCSK/ OCI or AWS or Azure or Google Cloud Certified (Preferably Security Specializations)</p>	<p><b>Desirable:</b></p> <p>Preference will be given to candidates with work experience in IT/Cyber Security Organization/ Cyber Security Operations center with Banking/ Financial Services/ Insurance Sector (BFSI) Experience/ IT Consulting Organization (Cert IN empaneled)/ Fintech.</p>	<p>Develop Cloud Risk Assessment plans to assess client's cloud security posture and identify risks, provide recommendations for improvement and risk reduction.</p> <p>Evaluation of new Cyber security solutions and implementation etc.</p> <p>Understanding of Container, Kubernetes, API &amp; Micro service Architecture etc.</p> <p>Understanding of cloud security implications of public and private cloud infra design.</p> <p>Thorough understanding of private / public cloud architectures and deployment models.</p> <p>Any other work entrusted by the Bank from time to time.</p>

4	Data Analyst (Vacancies-1)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>MA Statistics, Expertise in MS office/excel</p>	<p><b>Mandatory:</b></p> <p>3 years' in data analytics.</p>	<p>Analyzing complaints, categories, based on analysis taking up with different Departments in bridging the gaps so as to achieve maximum customer satisfaction and ensure quality resolution of complaints.</p> <p>Any other work entrusted by the Bank from time to time.</p>
5	Data base Administrator (Vacancies-9)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication</p>	<p><b>Mandatory:</b></p> <p>3 years' in relevant field.</p> <p><b>Desirable:</b></p> <p>5 years' in relevant field.</p>	<p>Willing to work in multi-site 24X7 IT environment. Database Administration in Oracle / SQL SERVER RDBMS.</p> <p>Good Working Knowledge in Oracle/PL SQL. Maintaining Database, DBA Report Generation Rectification of problems in database Defining Oracle Parameters etc., Installation / Administration/ Configuration of Databases as per the Bank requirement. Maintaining data guard/log shipping configurations.</p>

Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		<p>Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p>Mandatory Certification:</p> <p>Valid OEM Certification like Oracle Certified Associate (OCA)/ Oracle Certified Professional (OCP) / Certifications in MS SQL. Certification should be that Of 19c or higher version.</p>		<p>Applying Database patches as per the Bank's Policy. Hardening the Databases as per the Bank's Policy. Trouble Shooting, Purging, Archiving, Backup, Reorganization of database, Performance Tuning etc.</p> <p>Liaison with various in-house and/or third party teams and ensure achieving the committed service level objectives.</p> <p>Any other work entrusted by the Bank from time to time.</p>

6	Data Engineer (Vacancies-2)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p>	<p><b>Mandatory:</b></p> <p>3 years' in relevant field.</p> <p><b>Desirable:</b></p> <p>5 years' in relevant field.</p>	<p>Collecting, managing, and converting raw data into information that can be interpreted by data scientists and business analysts.</p> <p>Build and maintain data systems.</p> <p>Architecture design ETL processes.</p> <p>Data pipeline management.</p> <p>Machine learning model deployment Cloud management.</p> <p>Data monitoring.</p> <p>Advanced SQL skills and relational database management.</p> <p>Object-oriented programming languages, like Python, Java, and Scala.</p> <p>Experience in distributed computing frameworks, such as Hadoop or Spark Data pipelines and workflow management</p>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		<p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p>Mandatory Certification:</p> <p>IBM Data Engineering Professional Certificate / Cloud Data Engineer Professional Certificate / IBM Data Warehouse Engineer Professional Certificate / Meta Database Engineer Professional Certificate</p>		<p>tools (e.g. Airflow) Cloud-based solutions (e.g. AWS, Azure, Google Cloud).</p> <p>Strong project management and organizational skills.</p> <p>Analyze source systems and data formats to be ingested.</p> <p>Create ingest pipelines, or a logical connection between a source and multiple destinations, build data pipelines to ingest batch, real-time and streaming data.</p> <p>Understand business and technical logic and build complex data transformations.</p> <p>Work with business analyst to validate transformation output.</p> <p>Work with data scientists to build and validate analytical transformations.</p> <p>Any other work entrusted by the Bank from time to time.</p>

7	Data Mining Expert (Vacancies-2)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/</p>	<p><b>Mandatory:</b></p> <p>3 years' in relevant field.</p> <p><b>Desirable:</b></p> <p>5 years' in relevant field.</p>	<p>Study Business Requirement to conceptualize the Data Mining model.</p> <p>Design model framework and select modelling technique.</p> <p>Design and review the solution envisioning of the Data Mining architecture including design and review of data mining models, security mechanism and channel integration framework etc.</p> <p>Implement model, perform validation and feasibility check.</p> <p>Perform model deployment, summarization and visualization.</p> <p>Designing and implementation of Big data scalable workflow systems.</p> <p>Develop functionalities as per requirement for the various platforms.</p> <p>Expert in SQL.</p> <p>Knowledgeable in either R or Python.</p>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		<p>Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p>		<p>Understanding of MLOps, AutoML and Auto-adaptive machine learning.</p> <p>Understanding of storage architectures such as Data Warehouse, Data.</p> <p>Understanding of Time series forecasting, Batch/Real Time analytics/NLP and model deployment.</p> <p>Familiarity with public cloud AI/ML development including AWS, GCP, Azure.</p> <p>Any other work entrusted by the Bank from time to time.</p>

8	Data Scientist (Vacancies-2)	<p>Mandatory:</p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p>	<p>Mandatory:</p> <p>3 years' in relevant field.</p> <p>Desirable:</p> <p>5 years' in relevant field.</p>	<p>Collect structured and unstructured data, pre-processing of data, building predictive models, providing insights.</p> <p>Python, R Programming, SQL, Data Analysis &amp; Visualization, Machine Learning with Artificial Intelligence, Big Data.</p> <p>Gather a large amount of data, analyze it, separate out the essential information, and then utilize tools like SAS, R programming, Python, etc. to extract insights that may be used to increase the productivity and efficiency of the business.</p> <p>Should have deep understanding of statistical and predictive modelling concepts, machine-learning approaches, clustering and classification techniques, and recommendation and optimization algorithms.</p> <p>Any other work entrusted by the Bank from time to time.</p>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		<p>Desirable Certification:                      Certified Analytics Professional (CAP) / Cloudera Data Platform Generalist Certification / Data Science Council of America (DASCA) Senior Data Scientist (SDS) / Data Science Council of America (DASCA) / Principal Data Scientist (PDS) / IBM Data Science Professional Certificate / Microsoft Certified: Azure AI Fundamentals / Microsoft Certified: Azure Data Scientist Associate / Open Certified Data Scientist (Open CDS) / SAS Certified AI and Machine Learning Professional / SAS Certified Advanced Analytics Professional using SAS 9 / SAS Certified Data Scientist / Tensorflow Developer Certificate</p>		

9	Ethical Hacker & Penetration Tester (Vacancies-1)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>BE / B-Tech Degree or Post Graduate Degree in Computer Science/ Computer Technology / Computer Engineering/Computer Science and Technology/Computer Science and Engineering/ Information Technology/ Information Science and Engineering/</p>	<p><b>Mandatory:</b></p> <p>2 years' in relevant field.</p> <p><b>Desirable:</b></p> <p>Experience in BFSI sector is preferable. Desirable to have CISM/ CISSP certification.</p>	<p>Conducting red teaming, ethical hacking assessments, VAPT, Dynamic application Security Testing, SAST, secure configuration audit, review secure configuration document and identifying security risks in Bank's systems and providing remedial measures, validation of assessments etc.</p> <p>The selected candidate may be required to work in shifts and should be willing to work in all areas of Information security/ cyber security.</p> <p>Any other work entrusted by the Bank from time to time.</p>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		<p>Electronics and Communications Engineering or MSc (Computer).</p> <p><b>Mandatory Certification:</b></p> <p>Must possess Certified Ethical Hacker (CEH) certification/ OSCP/ ECSA.</p>		

10	ETL (Extract Transform Load) Specialist (Vacancies-2)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p><b>Desirable:</b></p> <p>Cloudera Certified Professional: Data Engineer / Informatica Certified Professional: Data Integration / Oracle Certified Master, Data Integration &amp;</p>	<p><b>Mandatory:</b></p> <p>3 years' in relevant field.</p> <p><b>Desirable:</b></p> <p>5 years' in relevant field.</p>	<p>Design, implement, and continuously expand data pipelines by performing extraction, transformation, and loading activities, designing, building, automating, and maintaining sophisticated programs that extract, convert, and load data.</p> <p>SQL knowledge (query performance tuning, index maintenance, etc.).</p> <p>Knowledge of data modelling principles.</p> <p>Organizational skills: time management and planning.</p> <p>Knowledge of at least one ETL tool (SSIS, Informatica, Talend, etc.)</p> <p>Knowledge of various SQL/NoSQL data mechanisms and Big Data technologies.</p> <p>ETL process management.</p> <p>Data modelling.</p> <p>Data warehouse architecture.</p> <p>Data pipeline (ETL tools) development.</p> <p>ETL testing.</p> <p>Any other work entrusted by the Bank from time to time.</p>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		ETL / IBM Certified Solution Developer - InfoSphere DataStage / Microsoft Certified Solutions Expert (MCSE): Business Intelligence.		

1	<p>GRC Analyst-IT Governance, IT Risk &amp; Compliance (Vacancies-1)</p>	<p><b>Mandatory:</b> Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation BE/ B-Tech /M-Tech in Computer Science/Computer Technology/ Computer Engineering/ Computer Science and Technology/ Information Science and Engineering/ Electronics and Communications Engineering or MCA with minimum 60% marks or Equivalent Grade of First Class.</p> <p><b>Mandatory Certification:</b> CISA/CISM</p> <p><b>Desirable Certification:</b> CRISC (Certified in Risk and Information Systems Control)/ CGRC (Certified in Governance Risk and Compliance). RSA Archer Certified Associate/ RSA Archer Certified Administrator (Specialist or Expert)</p>	<p><b>Mandatory:</b> 2 years' in relevant field.</p> <p><b>Desirable:</b> Preference will be given to candidate with work experience in Banking/ Financial Services.</p>	<p>Review Banks existing data and process and map existing data into solution. Map process of the solution with Banks existing process. Train and handhold SPOCs (Single point of contact) on each use-case as currently configured in Archer. Coordination with the state holders. Report generation and presentation. Daily operations coordination and troubleshooting activity. The selected candidate maybe required to work in shifts and should be willing to work in all areas of information security/ cyber security. Any other work entrusted by the Bank from time to time.</p>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
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12	<p>Information Security Analyst (Vacancies-2)</p>	<p><b>Mandatory:</b> Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation  BE / B-Tech /M-Tech in Computer Science/ Computer Technology/ Computer Engineering/ Computer Science and Technology/ Information Science and Engineering/ Electronics and Communications Engineering or MCA with minimum 60% marks or Equivalent Grade of First Class.  <b>Mandatory Certification:</b> Any one of CISA, CEH, CISM, CISSP</p>	<p><b>Mandatory:</b> 2 years' in relevant field.  <b>Desirable:</b> Preference will be given to candidate with work experience in IT/ Cyber Security Organization/ Cyber Security Operations Centre with Banking/ Financial Services/ Insurance Sector (BFSI) experience/ IT Consulting organization (CERT IN empaneled)/ Fintech</p>	<p>Analysis of application/IT infrastructure from Information Security standpoint. Analysis of various network permissions. Analysis of IT exceptions. Analysis of cloud security posture and latest technologies such as containerization, Kubernetes, API &amp; Micro service Architecture etc. Review of IT projects in terms of information security, preparing controls for security in various platforms like virtualization, Cloud etc. Analysis of security threats on remote access solutions, new IT products etc. Security architecture review of cloud infrastructure designs. Provide security architecture designs and reviews for IT projects that cross multiple platforms. IT Risk assessment and mitigation. Develop Cloud Risk Assessment plans to assess clients cloud security posture and identify risks, provide</p>
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				<p>recommendations for improvement and risk reduction.</p> <p>Evaluation of new Cyber security solutions and implementation etc.</p> <p>Review of coding practices etc.</p> <p>The selected candidate may be required to work in shifts and should be willing to work in all areas of information security/cyber security.</p> <p>Any other work entrusted by the Bank from time to time</p>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
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13	Network Administrator (Vacancies-6)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p><b>Mandatory Certification:</b></p> <p>Should possess a valid CCNP / CCNA certification or any other Network OEM's equivalent (Professional / Associate level) Certification in Network switching &amp; Routing or Security Certification (Candidates with Professional level certification will be given preference)</p>	<p><b>Mandatory:</b></p> <p>3 years' in relevant field.</p> <p><b>Desirable:</b></p> <p>5 years' in relevant field.</p>	<ul style="list-style-type: none"> <li>• Maintaining and monitoring Network and Network Equipment.</li> <li>• Maintaining and monitoring Security Devices (Firewalls, Firewall Analyzers, Proxy Servers &amp; WAFs) and Load Balancers.</li> <li>• Maintaining and monitoring of SDWAN.</li> <li>• Maintaining and monitoring of Video Conferencing and IP Telephony.</li> <li>• Network Monitoring and trouble-shooting.</li> <li>• Liaising with telecom service provider.</li> <li>• Ensuring maximum uptime of the network.</li> <li>• Working Knowledge in NMS, NCCM &amp; IPAM tools.</li> <li>• Evaluating trends.</li> <li>• Anticipating requirements and making changes to keep the organization secure.</li> <li>• Working knowledge of Routing and switching.</li> <li>• Drawing up specifications for procurement of Network devices including routers, Switches &amp; SDWANs.</li> <li>• Implementation of Network Admission Control (NAC).</li> <li>• Network Troubleshooting, Network Protocols, Routers, Network Administration.</li> <li>• Any other work entrusted by the Bank from time to time.</li> </ul>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
14	Network Security Analyst (Vacancies-1)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>BE / B-Tech Degree or Post Graduate Degree in Computer Science/ Computer Technology / Computer Engineering/ Computer Science and Technology/ Computer Science and Engineering/ Information Technology/ Information Science and Engineering/ Electronics and Communication Engineering or MCA with minimum 60% marks or equivalent grade.</p> <p><b>Mandatory Certification:</b></p> <p>CCNP Security Certification.</p> <p><b>Desirable Certification:</b></p> <p>CISM or CISSP</p>	<p><b>Mandatory:</b></p> <p>5 years' of IT experience and minimum 3 years' of post-qualification work experience in network security in handling security solutions and various Information Security related roles including Network Security, identifying security risk and development plan.</p> <p><b>Desirable:</b></p> <p>Preference will be given to candidate with work experience in large organizations/ Cyber Security Operations Center with Banking/ Financial Services/ Insurance Sector(BFSI) experience.</p>	<ul style="list-style-type: none"> <li>• Implement, manage and maintaining security solutions.</li> <li>• Investigate suspicious activities, contain and prevent them.</li> <li>• Ability to correlate threat across Banks infrastructure.</li> <li>• Create reports that will allow experts to make changes in the security policies as per the needs of the organization.</li> <li>• Installation, upgrades, monitoring of network devices, analysis of logs, alerts and incident management, root cause analysis, troubleshooting, health status checkup of network devices, backup maintenance, version upgradation, DR drill of network devices.</li> <li>• Strong knowledge of Network Security solutions like different types of firewalls/ WAF/ IPS/IDS/ Anti APT/ Next Generation Firewalls/ NAC/ Anti DDOS/ NBAD.</li> <li>• Follow up with OEM and SI regarding resolution of different issues and RMA in case of hardware failure.</li> <li>• Find security breaches, along with their root cause.</li> <li>• Any other work entrusted by the Bank from time to time.</li> </ul>

15	Officer (IT) API Management (Vacancies-3)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/</p>	<p><b>Mandatory:</b></p> <p>3 years' in relevant field.</p> <p><b>Desirable:</b></p> <p>5 years' in relevant field.</p>	<ul style="list-style-type: none"> <li>• Development/ Enhancement/ Management/ Implementation APIs as per overall Digital Strategies and Business Development.</li> <li>• Working with Cross-Functional Teams for integrated digital experience.</li> <li>• API Design, Cross-Platform Development, API orchestration, Integration.</li> <li>• Management/ Implementation of APIs.</li> </ul>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		<p>Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p>OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p><b>Mandatory Certification:</b></p> <p>Certified Solution Implementer/ Architect/ API Management from reputed OEM</p>		<p>□ Any other work entrusted by the Bank from time to time.</p>

16	Officer (IT) Database/PL SQL  (Vacancies- 2)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p>	<p><b>Mandatory:</b></p> <p>Any Database Oracle, MySql.</p>	<ul style="list-style-type: none"> <li>• PL/SQL developer.</li> <li>• To assist in understanding Table structure, understand queries, assist in troubleshooting issues in projects and productions by analysing different outputs.</li> <li>• Any other work entrusted by the Bank from time to time.</li> </ul>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		<p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p>		



17	<p>Officer (IT) Digital Banking &amp; Emerging Payments  (Vacancies-2)</p>	<p>Mandatory:  Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation  4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.  OR  Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p>	<p>Mandatory:  3 years' in relevant field.  Desirable:  5 years' in relevant field.</p>	<ul style="list-style-type: none"> <li>• Preparation of Product Development/ Enhancement/ Transformation Plan for Digital Banking/ Financial Products.</li> <li>• Preparing Digital Journeys for new/ existing Banking/ Financial products and Customer on boarding.</li> <li>• Working with Cross-Functional Teams for creation of digital journeys for overall Customer Experience and aligning with Digital Strategy.</li> <li>• Planning, Designing and Implementation of Digital Payment Journeys.</li> <li>• Developing/ Implementing/ Marketing Payment Channels/ Systems such as ATM/POS/UPI/IMPS/ Credit, Debit &amp; Prepaid Cards.</li> <li>• Creation/ Implementation of products/ services and strategies for Merchant Acquiring Business, Merchant Management.</li> <li>• Payment Gateway / Payment Aggregators Management.</li> <li>• Aligning with Digital Marketing team for production creation and marketing.</li> <li>• Creation of Digital Lending and Lending Journeys.</li> <li>• Identifying emerging technologies and planning / execution for implementation.</li> <li>• Working with cross-functional teams and partners for creating/ implementing innovative products/ services based on new/ emerging technologies.</li> <li>• Collaboration with FinTechs.</li> <li>• Collaboration and Knowledge Sharing.</li> </ul>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
				<ul style="list-style-type: none"> <li>• Planning and Executing Digital Marketing Campaigns.</li> <li>• Experience in implementation and management of one or more of job profile areas.</li> <li>• Development/ Enhancement/ Management/ Operation/ Monitoring of Digital Products/ Services/ Journeys/ Setup for alignment with overall Digital Strategies and Business Development.</li> <li>• Working with Cross-Functional Teams for creation of overall Customer Experience.</li> <li>• Any other work entrusted by the Bank from time to time.</li> </ul>

18	<p>Platform Administrator (Vacancies-1)</p>	<p><b>Mandatory:</b> Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p><b>Desirable:</b></p>	<p><b>Mandatory:</b> 3 years' of experience as a Platform Administrator &amp; Systems Administrator or similar role.</p> <p>The candidate should have experience &amp; possess the below skill sets:</p> <ul style="list-style-type: none"> <li>• Proven experience supporting both onpremise and cloudbased infrastructure.</li> <li>• In-depth knowledge of Linux operating systems (Red Hat, OEL preferred) &amp; also containerization.</li> <li>• Strong understanding of security principles, vulnerability</li> </ul>	<ul style="list-style-type: none"> <li>• Hybrid Infrastructure Management: Design, deploy, monitor, and maintain a robust platform that seamlessly integrates on premise and cloud environments.</li> <li>• Linux System Administration: Proficiently manage Linux systems, performing tasks such as troubleshooting, user account management, resource allocation, and performance optimization.</li> <li>• VM/Containerization: Knowledge and experience in system-level virtualization or application-level virtualization over multiple network resources so that software applications can run in containers in any cloud or non-cloud environment, regardless of type or vendor (hypervisor /Kubernetes /Open shift)</li> <li>• Security/Data Protection: Implement and enforce robust security measures across all systems, including network security, access control, data encryption, and vulnerability assessments and fix.</li> <li>• Networking Expertise: Demonstrate a solid understanding of networking concepts (TCP/IP, DNS, firewalls, load balancing) to diagnose and resolve connectivity issues.</li> </ul>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
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		<p>Master's degree in Computer Science or Information Technology.</p> <p>Desirable Certification:</p> <p>Candidates with any of the below certification will be given preference.</p> <p>AWS/Azure/GCP Certified Administrator - Associate Certification/Professional certification</p> <p>OR</p> <p>Certified Administrator for HPE Data Fabric/HPE Ezmeral</p> <p>OR</p> <p>Cloudera Data Platform (CDP) Certification</p> <p>OR</p> <p>Any other similar certification</p>	<p>management, and incident response.</p> <ul style="list-style-type: none"> <li>Hands-on experience with networking protocols and troubleshooting techniques.</li> <li>Working knowledge of big data technologies and cloud platforms is highly advantageous.</li> <li>Scripting proficiency in at least one language (Python, Bash, PowerShell, etc.).</li> <li>Excellent communication, collaboration, and problem-solving skills.</li> </ul> <p>Desirable:</p> <p>7 years' experience in both on-premises platform administration and cloud resource management</p> <p>Experience with containerization (Docker, Kubernetes) in addition to the experience mentioned in mandatory experience field.</p>	<ul style="list-style-type: none"> <li><b>Versatile Application Support:</b> Provide troubleshooting and support for a wide range of applications deployed on our platform, ensuring their smooth functioning.</li> <li><b>Automation and Scripting:</b> Utilize scripting languages (Python, Bash, etc.) to automate routine tasks, enhance efficiency, and streamline processes.</li> <li><b>Incident Management and Troubleshooting:</b> Rapidly respond to and resolve incidents, proactively identifying and mitigating potential risks to uptime.</li> <li><b>Problem Solving and Analysis:</b> Adopt a methodical problem-solving approach to address complex technical challenges.</li> <li><b>Big Data and Cloud Fluency:</b> Possess working knowledge of big data technologies (e.g., Hadoop, Spark), and cloud platforms (AWS, Azure, GCP) to support their effective integration within the overall infrastructure.</li> <li><b>Continuous Learning:</b> Stay abreast of emerging technologies and industry best practices, continuously enhancing your skillset.</li> <li><b>Any other work entrusted by the Bank from time to time.</b></li> </ul>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
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19	<p>Private Cloud &amp; VMWare Administrator (Vacancies-1)</p>	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p><b>Mandatory Certification:</b></p> <p>Certification in VMware (VMware Certified Technical Associate - Data Center Virtualization) / cloud management and automation/ VMware Certified Advanced Professional - Data Center Virtualization / Red Hat Certified</p>	<p><b>Mandatory:</b></p> <p>3 years' in relevant field.</p> <p><b>Desirable:</b></p> <p>5 years' in relevant field.</p>	<ul style="list-style-type: none"> <li>• Willing to work in multi-site 24X7 IT environment.</li> <li>• Provisioning of Virtual machines, data stores, port group etc.,</li> <li>• Health monitoring and perform maintenance in terms of resource utilization</li> <li>• Patch management of all components</li> <li>• Identify and implement rectified operational issues.</li> <li>• Monitoring &amp; handling real time alarms (alerts).</li> <li>• Manage and monitor private cloud operations of VMware vCloud Advanced/ Enterprise like vRealize Operations Manager</li> <li>• vRealize Automation / vRealize Log Insight / vRealize Business</li> <li>• Knowledge of tools such as Kubernetes, Docker etc. Skills in data storage and security</li> <li>• Performance tuning in private cloud environment on VMware technology stack</li> <li>• Manages virtualization software such as VMware/ vSphere.</li> <li>• Deploys new servers, improves systems to optimize performance.</li> <li>• Creates server snapshots and clone as and when required.</li> <li>• Installs new applications and helps configure them including web servers, OS, and infrastructure components.</li> <li>• Any other work entrusted by the Bank from time to time.</li> </ul>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
20	SOC (Security Operation Centre) Analyst (Vacancies-2)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>BE / B-Tech degree or Post Graduate degree in Computer Science/Computer Technology and Computer Engineering/Computer Science and Technology/ Information Science and Engineering/ Electronics and Communications Engineering or MCA with minimum 60% marks or Equivalent Grade.</p> <p><b>Mandatory Certification:</b></p> <p>SIEM Certification or PAM certification</p> <p><b>Desirable Certification:</b></p> <p>CISA or CISM or CISSP or DLP Administrator Certification.</p>	<p><b>Mandatory:</b></p> <p>3 years' of postqualification work experience in IT Security in handling Security solutions and various Information Security related roles including Cyber Security, identifying security risk and development plan.</p> <p><b>Desirable:</b></p> <p>3 years' of work experience in SOC operations as an analyst. Preference will be given to candidates with Work Experience in large organization/ Cyber Security Operations Centre with Banking/ Financial Services/ Insurance Sector (BFSI) experience.</p>	<ul style="list-style-type: none"> <li>• Implement, manage and maintain security solutions.</li> <li>• Investigate suspicious activities, contain and prevent them.</li> <li>• Ability to correlate threat across Banks infrastructure.</li> <li>• Find security breaches, along with their root cause.</li> <li>• Create reports that will allow experts to make changes in the security policies as per the needs of the organization.</li> <li>• Monitoring of security solutions of SOC, analysis of logs, alerts and incident management, root cause analysis, trouble shooting, health status check-up of SOC, back up maintenance, version upgradation, DR drill of SOC.</li> <li>• Strong knowledge of Security solutions like different types of AV/ EDR/ DMS/ SIEM/ CLP/ PAM/ Deception technology.</li> <li>• Perform reverse engineering on malware as required to facilitate investigation and analysis</li> <li>• Identify potential malicious activity from memory dumps, logs, and packet captures.</li> <li>• Any other work entrusted by the Bank from time to time.</li> </ul>



21	Solution Architect (Vacancies-1)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/</p>	<p><b>Mandatory:</b></p> <p>3 years' in relevant field.</p> <p><b>Desirable:</b></p> <p>5 years' in relevant field.</p>	<ul style="list-style-type: none"> <li>• Responsible for the overall architecture, product management, and delivery of analytics systems.</li> <li>• Strong understanding of the AWS framework.</li> <li>• Hands-on experience designing distributed systems and applications on the AWS Cloud.</li> <li>• Experience with cloud computing.</li> <li>• Solid understanding of cloud solutions and cloud computing architecture.</li> </ul>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		<p>Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p><b>Desirable:</b></p> <p>AWS Solutions Architect / Microsoft Certified Solutions Expert (MCSE) / Cloud Platform and Infrastructure / Cisco Certified Design Associate</p>		<ul style="list-style-type: none"> <li>• Understand key technical requirements and convert them into design blueprints.</li> <li>• Data and Hardware sizing, best practice recommendations and solution reviews.</li> <li>• Define security and metadata components.</li> <li>• Define data ingestion, transformation storage management and archival approach.</li> <li>• Any other work entrusted by the Bank from time to time.</li> </ul>

22	System Administrator (Vacancies-8)	<p><b>Mandatory:</b></p> <p>Candidates must possess Minimum 60% (55 % for SC/ST/ PwBD) marks throughout the academics in X/XII/Graduation / Post Graduation</p> <p>4 years' of engineering/ Technology degree in Computer Science/ IT/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p>	<p><b>Mandatory:</b></p> <p>3 years' in relevant field.</p> <p><b>Desirable:</b></p> <p>5 years' in maintenance and Administration of Linux Operating System or Windows Operating System/ virtualization environment/ Middleware/ Storage /</p>	<ul style="list-style-type: none"> <li>• Willing to work in multi-site 24X7 IT environment.</li> <li>• Maintenance, Administration, Automation, Scripting and Management of Software and Hardware;</li> <li>• All System Administration tasks w.r.t Windows/Linux Systems/ AIX/ Solaris/ HPUX of all versions and Hypervisors.</li> <li>• Virtualization /Hyperconverged Environment Management and Administration</li> <li>• Configuration management of windows/Linux and other OS/ Hypervisors.</li> <li>• OS Patch management.</li> <li>• Driving the assigned project.</li> <li>• Working knowledge in implementing security improvements by assessing current situation.</li> <li>• Evaluating trends.</li> </ul>
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Sl No	Post	Education Qualification	Post Qualification Work Experience	Job Profile
		<p style="text-align: center;">OR</p> <p>Post Graduate Degree in Computer Science/ IT/ Computer Application/ Electronics and Communication Engineering/ Electronics and Telecommunication/ Electronics and Instrumentation.</p> <p>Mandatory Certifications:</p> <p>Valid OEM Certifications like Red Hat Certified System Administrator / Microsoft Certified Windows Server or equivalent / Certification in VMware (VMware Certified Professional in Data Center virtualization / cloud management and automation)/ Websphere/ Weblogic/ APACHE Tomcat/ Containerization/ Storage/ Backup/ Antivirus/ Ethical Hacking.</p>	<p>Backup/ Antivirus/ Patch Management</p>	<ul style="list-style-type: none"> <li>• Anticipating requirements and making changes to keep the organization secure.</li> <li>• Backup/ storage Monitoring, configuration and troubleshooting</li> <li>• Middleware Monitoring, configuration and troubleshooting</li> <li>• Installing/ Configuring/ Managing/ Monitoring AV in servers.</li> <li>• Hands on experience of OS/Hypervisor/Middleware installation, Administration and troubleshooting</li> <li>• Active Directory related work</li> <li>• Any other work entrusted by the Bank from time to time.</li> <li>• Technical Proficiency in Problem Solving of all domains mentioned above</li> <li>• Good Communication Skills</li> <li>• Adaptability to existing/ new IT environment</li> <li>• Any other work entrusted by the Bank from time to time.</li> </ul>

Note:

Date of Reckoning for eligibility

All the eligibility (Age, Qualification, Experience, etc.) shall be computed as on 01.06.2024 (inclusive).

- Maximum age indicated is for General and EWS category candidates. Relaxation in upper age limit will be available to reserved category as per extant Government guidelines.
- Training and Teaching experience will not be counted for eligibility.