Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

REQUEST FOR PROPOSAL [RFP]
FOR
SUPPLY, INSTALLATION, IMPLEMENTATION, MAINTENANCE FOR SERVICES
FOR END-TO-END FRONT & MID OFFICE BROKING PLATFORM (TRADING
APPLICATION, ORDER MANAGEMENT SYSTEM, RISK MANAGEMENT SYSTEM)
ALONG WITH ASSOCIATED INFRA, NETWORK AND SECURITY FOR THE
PLATFORM UNDER OPEX MODEL WITH MANAGED SERVICES FOR
APPLICATION, INFRA, NETWORK AND SECURITY FOR
M/S CANARA BANK SECURITIES LIMITED (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

Issued by: Canara Bank Securities Ltd,
               7th Floor, Maker Chamber III
               Nariman Point, Mumbai 400 021
               Phone No – 022-43603823, 022-43603822, 022-43603866
               Email ID: www.canmoney.in/tenders

Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

SECTION A – BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFP No. and Date	RFP No. 01/2025-26 dated 09/10/2025
2.	Name of the Company	Canara Bank Securities Ltd (CBSL)
3.	Brief Description of the RFP	Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)
4.	CBSL's Address for Communication	**The General Manager** Canara Bank Securities Ltd. 7th Floor, Maker Chamber III Nariman Point, Mumbai 400 021 Tel - 022-43603866, 022-43603822, 022-43603823 Email: cbsltender@canmoney.in
5.	Date of Issue of RFP	Friday, 09/10/2025
6.	Tender Fee (Non-refundable)	Rs. 1,180/-(including 18% GST) by way of Demand Draft in favor of "Canara Bank Securities Ltd"
7.	Earnest Money Deposit (Refundable)	Earnest Money Deposit of amount Rs. 10,00,000/- by Bank Guarantee/Demand Draft in favour of "Canara Bank Securities Ltd." Payable at Mumbai
8.	Performance Guarantee/Bid Security	5% of the Contract Value
9.	Last Date, Time and Venue for Submission of Bids	To be submitted before 3:00 pm on 05/01/2026 Venue: Canara Bank Securities Ltd. 7th Floor, Maker Chamber III Nariman Point, Mumbai 400 021.
10.	Pre-Bid Meeting Date & Time	To be Held on 24/12/2025 at 12:00 PM Venue: Canara Bank Securities Ltd. 7th Floor, Maker Chamber III Nariman Point, Mumbai 400 021
11.	Last Date, Time for Submission of Pre-Bid Queries	To be shared by 19/12 /2025 before 5:00 pm Pre-bid Queries should be sent to E-mail cbsltender@canmoney.in and must reach us on or before 19/12 /2025 before 5:00 pm. Subject of the email should be given as Pre-bid Queries for RFP No. 01/2025-26 dated 09/10/2025". Queries reaching afterwards will not be entertained

12.	Opening of Part A – Pre-Qualification Venue, Date & Time	To be held on 06/01/2026 at 11:30 AM Venue: Canara Bank Securities Ltd. 7th Floor, Maker Chamber III Nariman Point, Mumbai 400 021
13	Opening of Part B - Technical proposal Venue, Date & Time	To be held on 06/01/2026 at 03:30 PM Venue: Canara Bank Securities Ltd. 7th Floor, Maker Chamber III Nariman Point, Mumbai 400 021
14.	Part B – Technical and product presentation Venue, Date & Time	"The information will be intimated on the Company's website (www.canmoney.in/tenders) on January 6th, 2026 by EOD."
15.	Part C–Commercial Proposal Venue, Date & Time	Will be intimated at a later date at Company's website -> (www.canmoney.in/tenders)
16	Other Details	1. Pre bid queries should be submitted as per format available in Annexure Format. 2. Those who are interested in participating in the Pre-bid meeting should share the participant details to E-mail : cbsltender@canmoney.in 3. The bidders must fulfil the Pre-Qualification Criteria for being eligible to bid. 4. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be shared with all the bidders. 5. No suggestions or queries shall be entertained after the pre-bid meeting.
17	Instructions to submit the RFP	1. All documents, Annexures & Amendments can be downloaded from the following website www.canmoney.in/tenders. 2. Any Modifications, Pre-Bid-Replies, Clarifications & any communication etc. will be uploaded in the Company's website www.canmoney.in/tenders. No individual communication will be sent to the individual bidders. 3. Bidders must submit: A. One original self-attested scanned copy for Pre-Qualification Criteria must be submitted in the form of a hard copy and a soft copy. B. One original self-attested scanned copy for Technical Proposal must be submitted in the form of hard copy and soft copy. C. One original copy of the Commercial Proposal.

Note: The Company reserves the right to withdraw the RFP any time before the execution of the agreement with the successful bidder without incurring any liability towards the successful bidder for the expenses incurred by it in relation to the tender.

2. Abbreviations used in this Document:

SN	Term	Expansion
1	AES	Advanced Encryption Standard
2	AMC	Annual Maintenance Contract
3	AML	Anti-Money Laundering
4	API	Application Programming Interface
5	APK	Android Package Kit
6	ATS	Annual Technical Support
7	BG	Bank Guarantee
8	BOM	Bill of Material
9	BRD	Business Requirement Document
10	BSE	Bombay Stock Exchange
11	CAPTCHA	Completely Automated Public Turing test to tell Computers and Humans Apart
12	CBSL	Canara Bank Securities Limited
13	CD	Compact Disc
14	CDSL	Central Depository Services Limited
15	CIN	Certificate of Incorporation Number
16	CKYC	Central Know Your Customer
17	CSP	Cloud service provider
18	CSRF	Cross-Site Request Forgery
19	CVC	Central Vigilance Commission
20	CVO	Chief Vigilance Officer
21	DAST	Dynamic Application Security Testing
22	DB	Database
23	DC	Data Center
24	DD	Demand Draft
25	DIPP	Department of Industrial Policy and Promotion
26	DMZ	Demilitarized Zone
27	DNS	Domain Name System
28	DP	Depository Participant
29	DPM	Depository Participant Module
30	DR	Disaster Recovery
31	DRM	Disaster Recovery Management
32	EDR	Endpoint Detection and Response
33	EMD	Earnest Money Deposit
34	EOD	End of Day
35	EOM	End of Month
36	EOQ	End of Quarter
37	EOY	End of Year
38	FBE	File-Based Encryption
39	FDE	Full Disk Encryption
40	FMS	Facility Management Services
41	FSD	Functional Specification Document
42	FTP	File Transfer Protocol
43	FTPS	File Transfer Protocol Secure
44	GST	Goods and Services Tax
45	GSTIN	GST Identification Number
46	HO	Head Office

SN	Term	Expansion
47	HR	Human Resources
48	HRMS	Human Resource Management System
49	HSN	Harmonized System of Nomenclature
50	HTTPS	Hypertext Transfer Protocol Secure
51	HUF	Hindu Undivided Family
52	ICT	Information and Communication Technology
53	IEM	Independent External Monitor
54	IDS	Intrusion Detection System
55	IFSC	Indian Financial System Code
56	ILL	Internet Leased Line
57	INR	Indian Rupee
58	iOS	iPhone Operating System
59	IPO	Initial Public Offering
60	IPS	Intrusion Prevention System
61	IT	Information Technology
62	ITSM	IT Service Management
63	KRA	KYC Registration Agency
64	KYC	Know Your Customer
65	LAN	Local Area Network
66	LD	Liquidated Damages
67	LIBOR	London Interbank Offered Rate
68	LLP	Limited Liability Partnership
69	LOI	Letter of Intent
70	LTD	Limited
71	MDR	Managed Detection and Response
72	MFA	Multi-Factor Authentication
73	MPLS	Multiprotocol Label Switching
74	MRD	Market Regulation Department (SEBI)
75	MSE	Micro and Small Enterprises
76	MTBF	Mean Time Between Failures
77	NCD	Non-Convertible Debenture
78	NEFT	National Electronic Funds Transfer
79	NI Act	Negotiable Instrument Act
80	NOC	No Objection Certificate
81	NRI	Non-Resident Indian
82	NSDL	National Securities Depository Limited
83	NSE	National Stock Exchange
84	OCC	Overdraft Cash Credit
85	OCR	Optical Character Recognition
86	OD	Overdraft
87	OEM	Original Equipment Manufacturer
88	OMS	Order Management System
89	OS	Operating System
90	OSD	Original Solution Developer
91	OSO	Original Software Owner
92	OWASP	Open Web Application Security Project
93	PAN	Permanent Account Number
94	PD	Primary Dealer

SN	Term	Expansion
95	PFD	Product Fitment Document
96	PO	Purchase Order
97	POC	Proof of Concept
98	PPD	Public Procurement Division
99	PSB	Public Sector Bank
100	PSU	Public Sector Undertaking
101	QA	Quality Assurance
102	QCBS	Quality and Cost Based Selection
103	RBI	Reserve Bank of India
104	RFP	Request for Proposal
105	RMS	Risk Management System
106	RPO	Recovery Point Objective
107	RSA	Rivest–Shamir–Adleman (Encryption Algorithm)
108	RTGS	Real-Time Gross Settlement
109	RTO	Recovery Time Objective
110	SAN	Storage Area Network
111	SAST	Static Application Security Testing
112	SDLC	Software Development Life Cycle
113	SDN	Software Defined Networking
114	SDWAN	Software Defined Wide Area Network
115	SEBI	Securities and Exchange Board of India
116	SFMS	Structured Financial Messaging System
117	SIEM	Security Information and Event Management
118	SIT	System Integration Testing
119	SLA	Service Level Agreement
120	SME	Subject Matter Expert
121	SOC	Security Operations Center
122	SOP	Standard Operating Procedure
123	SOW	Scope of Work
124	SRS	Software Requirements Specification
125	SSH	Secure Shell
126	SSL	Secure Sockets Layer
127	STD	Subscriber Trunk Dialing
128	TAP	Tape Archive
129	TB	Terabyte
130	TCO	Total Cost of Ownership
131	TDS	Tax Deducted at Source
132	TLS	Transport Layer Security
133	UAT	User Acceptance Testing
134	UCC	Unique Client Code
135	VAPT	Vulnerability Assessment and Penetration Testing
136	VPN	Virtual Private Network
137	WAN	Wide Area Network
138	WSUS	Windows Server Update Services
139	XSS	Cross-Site Scripting
140	TSD	Technical specification document

DISCLAIMER

The information contained in this Request for Proposal ("RFP") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank Securities Ltd (CBSL), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank Securities Ltd (CBSL) to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank Securities Ltd (CBSL) makes no representation or stabilization and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank Securities Ltd (CBSL) does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Canara Bank Securities Ltd (CBSL) reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Company's website (i.e. www.canmoney.in/tenders) and it will become part and parcel of RFP.

The information provided by the bidders in response to this RFP Document will become the property of the Company and will not be returned. This RFP document prepared by Canara Bank Securities Ltd (CBSL) should not be reused or copied or used either partially or fully in any form.

Canara Bank Securities Ltd (CBSL) in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank Securities Ltd (CBSL) reserves the right to reject any or all Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank Securities Ltd (CBSL) shall be final, conclusive and binding on all the parties.

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SECTION B - INTRODUCTION

1. About Canara Bank Securities Ltd. (CBSL)

1.1. Canara Bank Securities Ltd. was established in 1996 as a Primary Dealer under the name Gilt Securities Trading corporation Ltd. Initially the company was promoted by Canara Bank, Bank of Baroda and Corporation Bank. Later Bank of Baroda and Corporation Bank exited from the venture by offering their shareholding to Canara Bank making the company a wholly owned subsidiary of Canara Bank. In the year 2007, the Company hived off the PD business in favor of the parent Bank and ventured into Stock Broking activity. In view of the change in the activity and parentage, the name of the company was changed to Canara Bank Securities Ltd. (CBSL).

1.2. Currently the Company is engaged in the business of Stock Broking offering both Institutional and Retail broking services in various capital market segments and currency derivatives, Proprietary Trading in equity and debt instruments & online and offline distribution of Mutual Fund products.

2. Definitions

2.1. '**Company**' unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank Securities Ltd. (CBSL)', described in more detail in section B point 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.

2.2. 'RFP' means Request for Proposal for Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

2.3. The eligible vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder'.

2.4. "Solution" or "Services" means the end-to-end provisioning, operation, management, and maintenance of the Application, Infrastructure, Network, and Security components associated with front and mid office broking platform (Trading application, order management system, risk management system) delivered as a fully managed service under the OPEX model. All components (for Application, Infra, Network and Security) shall be hosted, monitored, and supported by the bidder, with CBSL incurring costs based on usage or subscription, without any requirement for supply or installation of physical assets by CBSL.

2.5. 'Proposal' means the response (including all necessary documents) submitted by the eligible Bidder in response to this RFP.

2.6. 'Contract' means the agreement signed by successful Bidder and the Company at the conclusion of bidding process, wherever required.

2.7. 'TCO or Total Cost of Ownership' means the total Cost mentioned in the Purchase Order including GST order issued by the Company.

2.8. 'Successful Bidder'/ 'Selected Bidder'/ 'H1 Bidder' means the Bidder who is found to be the highest scored Bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of the RFP.

2.9. Purchaser is defined as the entity issuing the RFP and entering into a contract with the successful bidder for the 'RFP' means Request for Proposal for Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with

2.10. Fresh Implementation is defined as a new deployment of the proposed solution at a broking firm

3. About RFP

3.1. The Canara Bank Securities Ltd. herein after referred as "CBSL" intends to revamp and implement a front and mid office broking platform. The scope includes trading application (web/mobile/EXE/Dealer assisted platform/), order management system and risk management system which will seamlessly integrate with the onboarding application, back office system and depository module. The front office should include distribution and sub-broker modules and should have market data feed integration.

3.2. The application should be developed by using the latest technology for both Android and iOS platform and it should facilitate online trading and investments across all exchanges market segments (Primary, Secondary) and asset classes (Stock, Derivative, Mutual Funds, IPO, bonds, NCD, Currency, commodity, 3rd party products distribution). Front and mid office platform (Trading application, order management system, risk management system) should be implemented with associated infrastructure, network and security setup. The RFP document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the solution, unless a purchase order or notification of award is published by Canara Bank Securities Ltd. (CBSL) if any, because of this RFP process. The provision of the solution is subject to compliance to selection process and appropriate documentation being agreed between the Company and selected Bidder as identified by the Company after completion of the selection process.

4. Objective

4.1. Canara Bank Securities Ltd. (CBSL) invites bids from reputed bidders to submit their response who fulfills the Pre-Qualification Criteria as per Annexure-2.

4.2. The Bidders satisfying the pre-qualification criteria as per the RFP and having experience in Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL) in India may respond.

4.3. The Bidder should supply, Installation, Implement, Maintain and manage services for Application, Infra, Network, Security associated with front and mid office broking platform (Trading application, order management system, risk management system) in CBSL as per the Scope of Work and technical requirements of this RFP document adhering to regulatory requirements.

5. Requirement Details

5.1. Canara Bank Securities Ltd. (CBSL) invites proposal from prospective bidders for

Sl. No.	Description of Activity	Duration
1	Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with	60 months

5.2.   The total period of contract would be 60 months (5 years) including 3 months for Go-Live, 1 month of stabilization and 56 months of support and maintenance services.

5.3.   If the services are found to be unsatisfactory the Company reserves the right to discontinue the Services as mentioned in Section F point 12.

5.4.   The detailed implementation plan will be discussed and agreed by the Company with the selected Bidder, covering the scope of work and key deliverables as defined in this RFP. However, the selected Bidder has to comply with the timelines explained elsewhere in this document.

6. Participation methodology

6.1.   Only the Principal / OEM / OSD is eligible to submit a bid for the Front End Solution under this RFP. Authorized bidders or agents acting on behalf of the Principal / OEM / OSD are not permitted to submit bids. Any bid submitted by an entity other than the Principal / OEM / OSD will be rejected as non-responsive.

6.2.   If any product of Principal/OEM/OSD is being quoted in this RFP, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product.

7. Pre-Qualification Criteria

7.1.   Bidder's meeting the Pre-Qualification Criteria as mentioned in Annexure-2 of this RFP may respond.

7.2.   Non-compliance to any of Pre-Qualification Criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for Qualification Criteria evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted in compliance with Pre-Qualification Criteria". Any credential detail mentioned in "Pre-Qualification Criteria" not accompanied by relevant proof documents will not be considered for evaluation.

7.3.   CBSL reserves the right to verify/evaluate the claims made by the Bidder independently and seek further documents without any limitation for evaluating the offer. Any deliberate misrepresentation will entail rejection of the offer.

8.   Scope of Work

8.1.   The Broad Scope of work shall include but not be limited as mentioned in Annexure-4. Bidder must confirm compliance to the Scope of Work as mentioned in Annexure-4. The bidders are required to go through the complete RFP document thoroughly. The obligation/ responsibilities mentioned elsewhere in the document, if any, shall be an integral part of the scope.

8.2.   Canara Bank Securities Limited (CBSL) reserves the right to modify the scope of work due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

8.3.   During the project, there might be related areas, which the Company would like the selected Bidder to undertake which may not have envisaged earlier. The Company reserves the right to pause the work at any point of time and use the services for partial delivery of select modules of the project.

8.4.   Project Completion and Management

8.4.1. For smooth completion of project, the selected Bidder should identify one of its representatives at Mumbai as a single point of contact for the Company.

8.4.2. Project implementation team should be conversant with all rules and conditions to resolve the issues, if any.

9. Technical / Functional Requirements

9.1.   The bidder shall comply with the Scope of work and adhere to the guidelines issued by Regulatory bodies related to the Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

The bidder should also maintain confidentiality of information shared with them during the tenure and post-tenure of the contract. Detailed Technical and Functional Requirements are mentioned in Annexure 3.

SECTION C – DELIVERABLE AND SERVICE LEVEL AGREEMENTS

1. Project Timelines

1.1. CBSL shall provide the address and contact details for delivery of required hardware/software/services for implementation while placing the order.

1.2. The total period of contract would be 60 months (5 years) including 3months for Go-Live, 1 month for stabilization and 56 months for support and managed services for application and associated Infra, Network and security .

1.3. The tenure of the contract will be deemed completed only when all the items and services contracted by CBSL are provided in good condition, installed, implemented, tested and accepted along with the associated documentation provided to CBSL's employees as per the requirements of the contract executed between CBSL and the bidder. CBSL will have the rights to renegotiate these prices at the end of the contract period after completion of contract period (5 years), CBSL may extend/renew this contract further on mutually agreed terms and conditions.

1.4. The vendor shall submit the acceptance of the Purchase Order within seven (7) days from the date of receipt of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall be deemed to have been accepted by the vendor.

1.5. The Detailed Implementation of the Project Schedule are as follows:

Project Milestones	Duration (T)
Acceptance of Purchase Order by successful bidder	T
Project Kick-off and Implementation	T+7 Day
Go-Live	T + 97 Days

1.6. Any deliverable that has not been implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery.

1.7. Further, development should only be started after approval from the company. Development should be done based on industry leading practices and cyber security guidelines.

1.8. Bidder should prepare the project timelines based on the above table – Project Schedule. Bidder should also consider 40 days UAT period to the company for sign-off.

1.9. The provisioning of the hosted solution including but not limited to application and infra will be deemed incomplete if any component or service is not operational or does not meet the acceptance criteria defined by CBSL after acceptance testing. In such cases, the service will not be accepted, and the support period will not commence. Acceptance will be granted only after the complete commissioning of all contracted services and successful completion of acceptance testing.

1.10. Commissioning of the hosted solution will be deemed complete only when the solution Is fully operational, meets all requirements as per the RFP, and is formally accepted by CBSL through a satisfactory acceptance letter from the designated CBSL official. If undue delay occurs in the provisioning or activation of the hosted services by the bidder, it shall be treated as a breach of contract. In such cases, CBSL may invoke the Performance Bank Guarantee or forfeit the Security Deposit without further notice. CBSL reserves the right to request changes or modifications to the logical or physical hosting locations of the services (e.g., data center,

DR site) as required. The bidder shall ensure seamless migration/re-provisioning of services to the new location(s) at no additional cost to CBSL. If such changes are requested post go-live acceptance, CBSL will bear only the actual migration costs, if any, as mutually agreed. The support and stabilization period obligations shall continue to apply to the new location(s). Partial, incomplete, or non-operational service provisioning will not be considered as fulfillment of the contract. The date of service readiness shall be the date when all contracted services are fully operational, accepted by CBSL, and certified as such by CBSL's designated official. Any issues identified during acceptance testing must be resolved by the bidder before the commencement of the support period and release of any related payments.

2. Integration & Interfaces

2.1. The selected bidder must work with different application vendors to integrate with the existing applications or any required third-party integrations during contract period.

2.2. The selected bidder must work with different teams of CBSL & application OEMs to understand the policies' requirement and configurations of respective applications for the offered solution.

2.3. The bidder shall take full responsibility for front and mid office broking platform (Trading application, order management system, risk management system) delivery ALONG with associate Infra, Network and security with front and mid office broking platform. The bidder shall design & deliver integrations between systems internal/ external to CBSL at no additional cost to CBSL before go-live and during the Implementation period.

3. Acceptance

Company will evaluate the offered solution implemented by the selected bidder. If the solution experiences no failures and it functions according to the requirements of the RFP as determined by the CBSL during the implementation period, and the solution will be accepted by the CBSL and then the project will be considered for sign-off.

4. Security

4.1. The selected bidder must use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.

4.2. The selected bidder will ensure the software delivered is in conformity with security standards and is without any security vulnerability.

4.3. Company may conduct security audit in the proposed solution after complete implementation.

4.4. The selected bidder must do necessary changes in the configuration directed by security team of the CBSL after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the CBSL.

4.5. The selected bidder must follow the industry best practices in configuration of Operating System and other solution/Software.

4.6. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract period.

4.7. The selected bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.

4.8. The selected bidder is liable for not meeting the security standards or desired security aspects of all the ICT resources as per CBSL's IT/Information Security / Cyber Security Policy.

4.9. The selected bidder will have to establish all the necessary procedures/infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by SEBI,RBI and the policies of the Company.

5. Payment Terms

5.1. Payment shall be made in Indian Rupees only, as per the payment schedules mentioned in the section Payment Schedules.

5.2. The selected bidder must submit installation report/Sign off report duly signed by the CBSL officials in originals while claiming payment.

5.3. Company will not pay any amount in advance unless otherwise specified in this RFP.

5.4. Payment shall be released within 30 days from the date of submission of relevant documents as per RFP terms.

5.5. Company shall finalize the installation and acceptance format mutually agreed by the selected bidder. The selected bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.

5.6. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, centrally by Head Office at Mumbai and the selected bidder must provide necessary CBSL details like Account No., CBSL's Name with Branch, IFSC Code etc.

5.7. Payment will be made in phases as per terms of Purchase Order and clearance for Payment from the concerned dealing group/user group of CBSL. CBSL will release the payment on completion of activity and on production of relevant documents/invoices as evidence, please note that Originals of invoices reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by CBSL stakeholders should be submitted while claiming payment in respect of orders placed. After receipt of payment, the Bidder should submit the proof of GST return filed against respective invoices on every quarter.

5.8. Payment of support/services will be done as per calculation of the uptime and after deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP. In case of any dispute arising against the claim of payment, it is Bidders' responsibility to submit a relevant proof of confirmation for the activity performed. The total penalty per year during the contract period shall not exceed more than 10% of the annual payout. If it exceeds, CBSL at its discretion may terminate the contract as mentioned elsewhere in RFP.

5.9. The IT Applications subscription costs would be effective upon installation, configuration of all front and mid office broking platform (Trading application, order management system and risk management system) under the "Subscription Model" on the proposed infrastructure with integrations as per RFP

5.10. The successful Bidder must ensure to take the necessary sign-off by concerned personnel of CBSL on completion of each activity mentioned above during the implementation phase for the payments to be released by the company.

5.11. All Invoices to be raised in the name of M/s. Canara Bank Securities Limited on Quarterly Basis (On the First Day of the succeeding Quarter) for subscription of proposed solution.

5.12. Successful bidder to provide status report at the end of every month including attendance of the FMS, application usage et al.

5.13. If the Bidder is unable to implement the front and mid office broking platform (Trading application, order management system and risk management system) as per the technical requirement and to the satisfaction of the CBSL, the Company at its discretion may hold the amount equivalent to the total cost of the respective broking solution from any payment due to the Bidder.

5.14. Company reserves the rights to dispute/deduct payment/withhold payments/further payment due to the successful bidder under the Contract if the successful bidder has not

performed or rendered the Services in accordance with the provisions of the Purchase Order / Contract / Agreement which the company at its sole discretion adjudge. For this, successful bidder shall permit company to hold or deduct the amount from invoices, for non-performance or part performance or failure to discharge obligations under the Purchase Order / Contract / Agreement. Penalties / liquidated damages, if any, shall be deducted from the invoice value.

5.15. The invoice raised by the bidder should be inclusive of all Central / State Government taxes/duties and levies. Applicable TDS will be deducted while releasing of payment. Company shall provide required information (e.g., invoicing location, beneficiary location) for raising invoices.

5.16. If the bidder, after claiming and receiving reimbursements for sales tax, excise duty, custom duty, and so on, from the purchaser, applies to the concerned authorities for refunds, on genuine grounds, of certain portions of such duties and taxes paid by it and receives the allowable refunds. Such refunds contain the purchaser's share also (out of the payments already made by the purchaser to that supplier). CBSL has the rights of obtaining such refunds from the bidder. In such cases, bidder on their own has to refund such share of refund attributable to CBSL within 15 days of receipt of refunds from concerned authorities.

5.17. CBSL shall use regular banking channels for making all payments to the selected bidder during the engagement.

Payment Schedules

Payment Milestones for Implementation of new Application, Infrastructure, Network Security of front and mid office broking platform (Trading application, order management system, risk management system):

Sl. No.	Payment Milestone	Percentage of Payment against the implementation cost (One-time cost)
1	Contract Signing and Mobilization of team from Bidder to the satisfaction of CBSL with Successful Bidder	15% of the implementation cost
2	BRD and TSD Sign-off	15% of the implementation cost
3	UAT Sign Off	20% of the implementation Cost
4	Successful completion of all issues identified during testing phase and Go-Live of the solution	40% of Implementation cost
5	Successful completion of stabilization phase	10% of implementation cost

Subscription payment milestones to be paid by CBSL to the successful bidder post implementation and go-live and stabilization of the proposed application

Opex Cost (payable Quarterly in arrears)		
1	End-to-end Application Cost (front and mid office broking platform (Trading application, order management system, risk management system)	100% paid in arrears
2	Front office solution associated Infrastructure, Network and Security Cost	100% Paid in arrears
3	Managed services cost	100% Paid in arrears

6. Subscription Services

6.1. The Payments are applicable as per subscription of the Application, Infrastructure, Network, Security and Interfaces.

6.2. The support amount shall be paid by the company quarterly in arrears within thirty (30) days from the date submission of invoice along with satisfactory sign-off from company and after deduction of receivables/applicable penalties, if any.

6.3. The payment will be subjected to satisfactory services rendered and preventive maintenance carried out as per scheduled frequency.

6.4. Customization charges during support period post go-live and stabilization period shall be treated as Change Request (CR) and will follow the below proposed milestones.

Sl. No.	Milestone	Implementation Cost for applications/software/Infrastructure
1.	UAT Sign-off	40% of the Customization Cost
2.	Successful completion and Go-Live of all issues raised during the testing phase/ stabilization period	50% of Customization Cost
3.	On successful resolution of all issues encountered post go live	10% of the Customization cost

Note: The blended man-month rate indicated in the BOM shall be applied by CBSL on an actual man-month utilization basis throughout the 5-year contract duration.

7. Licenses

7.1. Payment will be processed within thirty (30) days from the date of submission of invoice along with satisfactory sign-off from CBSL and after deduction of receivables/applicable penalties, if any.

8. Out of Pocket Expenses

All out of pocket expenses, traveling, boarding and lodging expenses for the entire contract period of this RFP and subsequent agreement should be a part of the financial response submitted by the Bidder to CBSL quoted in Annexure 22 – (Commercial Bill of Materials). No extra costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging shall be payable by company. The Bidder cannot take the plea of omitting any charges or costs and later lodge a claim on company for the same.

9. Stabilization

9.1. **Definition:** The stabilization period is defined as the initial one (1) month from the date of go-live, during which the bidder is responsible for ensuring the solution operates as intended, addressing any defects, and providing all necessary updates, maintenance, and support to achieve stable and reliable performance.

9.2. The selected bidder confirms that the Software and associated services will be free from defects in workmanship and materials and will perform in accordance with industry standards and the requirements of this RFP.

9.3. The solution deployed for this project shall be under a comprehensive stabilization period of one (1) month from the date of go-live, during which the bidder shall provide all necessary updates, maintenance, and support to ensure proper operation, performance, and output as specified in the technical specifications.

9.4. The solution deployed for this project shall be under Comprehensive Onsite Replacement covering update of software, maintenance or support for its proper operation, performance

and output as specified in the RFP technical specifications for a period of one (1) month from the date of go live of the Solution.

9.5.   If the Solution does not perform in accordance with the Contract during the stabilization Period, then the selected bidder shall take such steps as necessary to repair or replace the Software. Such service shall be provided at the selected bidder's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.

9.6.   If any defect in the Solution is not rectified by the selected bidder before the end of the stabilization Period, the Period shall be extended until, in the opinion of the Company: a) the defect has been corrected; and b) the Solution functions in accordance with the Contract for a reasonable period of time.

9.7.   After the stabilization commences for all Software components, the selected bidder shall provide all necessary support as defined in the RFP for the uninterrupted operation of the Solution.

10. Uptime

10.1.   The selected bidder shall guarantee   availability during market hours and business hours (Business Hours defined from 8AM to 6PM, Monday to Friday and optional Saturdays whenever required) and any other day declared as trading day by exchanges with monthly uptime of 99.50% for the solution as per Scope of Work during contract period, which shall be calculated on Quarterly basis. Maximum penalty is capped at 10% of the yearly payout.

10.2.   The Bidder shall provision a centralized, real-time monitoring dashboard accessible to CBSL, displaying the current status, uptime, performance metrics, and incident history of all critical components and services. This dashboard must support automated alerting and detailed reporting to enable proactive management and transparency of service levels.

10.3.   Uptime: "Uptime" is defined as the total number of contracted minutes during market and business hours in a given month, less any Downtime. Uptime is measured only during periods when trading activity is permitted by the exchanges and CBSL is expected to be operational.

10.4.   Downtime: "Downtime" is the total accumulated time, within the contracted hours, during which CBSL is unable to perform any of the defined trading or business functions on the hosted solution due to a failure attributable to the bidder. Downtime is measured from the "Time of Failure"(when the system becomes unavailable for trading or critical business operations) to the "Time of Restoration" (when full functionality is restored and acknowledged by CBSL).

10.5.   Failure: "Failure" is defined as any condition that renders CBSL unable to perform one or more of the following critical functions on the solution during trading hours:
   • Placing, modifying, or cancelling trades/orders
   • Accessing real-time market data or reports from front and mid office platform
   • Any other function deemed critical for regulatory compliance or business continuity

10.6.   Restoration: "Restoration" is the point at which the bidder has resolved the failure, restored all affected services to full working order, and CBSL has verified and acknowledged that all critical trading and business functions are operational.

10.7.   The selected bidder should consider high availability at DC & DR with maximum RPO of **15 minutes** and maximum RTO of **45 minutes** (the RPO & RTO may be changed during the course of the contract and the vendor has to adhere to the revised RPO & RTO).

10.8.   The selected bidder shall ensure 24x7 availability for troubleshooting and support for production issues, including weekends and holidays. Inability to respond due to office closure, lack of access, or other operational constraints shall not exempt the bidder from meeting the response time and uptime commitments defined in the SLA. The bidder shall maintain adequate remote access and contingency measures to ensure uninterrupted support.

10.9. The downtime calculated shall not include any failure due to Force Majeure.

10.10. Percentage down time shall mean the aggregate of downtime of the front and mid office broking platform (Trading application, order management system, risk management system) during the quarter expressed as a percentage of total available time in a quarter i.e. 90 * 24 hours. Thus, if the aggregate downtime of Solution works out to 2 hours during a quarter, then the percentage of front and mid office broking platform downtime shall be calculated as follows:

$$(2 \times 100)/ (90 \times 24) = 0.09\%$$

10.11. The percentage uptime is calculated on quarterly basis as follows:

$$\frac{(\text{Total hours in a quarter} - \text{downtime hours within the quarter})}{\text{Total hours in a quarter}} \times 100$$

(A quarter is taken as a calendar quarter and number of days are actually number of days in each quarter)

Response Time for Errors						
Sr. No.	Error Classification	Definition	Response Time Expected	Periodicity	Resolution time	Penalty
1.	Severity Level 1	Defined as the errors that require/cause CBSL to stop/shut down Its services	Within 5 minutes of CBSL's Intimation of the event	Quarterly	10 min	A penalty of 0.1% of the quarterly payment shall be levied for each hour or part thereof beyond the defined resolution time.
2.	Severity Level 2	Defined as those errors that are not the Critical Errors defined above but cause great inconvenience or operational difficulties to CBSL.	Within 15 min of CBSL's intimation of the event	Quarterly	20 min	A penalty of 0.1% of the quarterly payment shall be levied for each hour or part thereof beyond the defined resolution time.

Response Time for Errors						
3.	Severity Level 3	Defined as all those other errors that are not the Critical errors or the Medium Level Errors as defined above	Within 90 min of CBSL's intimation of the event	Quarterly	120 min	A penalty of 0.1% of the quarterly payment shall be levied for each hour or part thereof beyond the defined resolution time.

Sr. No.	Type of Infrastructure	Measurement	Service Level	Minimum Solution
1.	Data Centre and Disaster Recovery Day–end, month-end, year-end	During these periods all delivery channels and all offices operations should be available and there should be no performance degradation at that time. Time window for EOD/EOM/EOQ/EOY batch operations for the business applications to be 120 minutes excluding back-up time. In case the time window for batch operations is exceeded the additional time will be considered for system downtime calculation.	99.50%	CBSL will measure this through periodic audits, based on logs to be provided by the bidder.
2	System Response Time	Latency, Throughout and response time - Less than a sec	99.50%	CBSL will measure this through periodic audits, based on logs to be provided by the bidder.
3.	Disaster Recovery Site Availability	Business operations to resume from Disaster Recovery Site at the earliest with the Data Centre failing. All front and mid office platform applications as part of the Solution should be designed with the following parameters: RPO: 15 minutes RTO: 45 minutes	99.50%	CBSL will measure this through periodic audits, based on logs to be provided by the bidder.

Response Time for Errors

4.	Down time for servicing	Each planned down-time for application, database and operating system servicing, and all other front and mid office application as well as infrastructure & security as per the scope of work mentioned in the RFP document will not be more than 4 hours. This activity will not be carried out during business hours. However, such activities which require more than 4 hours in non-business hours or required time to be carried out during business hours will be scheduled in consultation with the CBSL. In case the downtime exceeds the planned hours, the additional time taken for servicing will be considered for infrastructure or system downtime as per availability measurements table.	99.50%	CBSL will measure this through periodic audits, based on logs to be provided by the bidder.
5.	System Security	Number of security breaches: 0 security breach	100%	CBSL will measure this through periodic audits based on logs to be provided by the bidder.
6.	System Backup	Zero Data Loss	100%	CBSL will measure this through periodic audits based on logs to be provided by the bidder.

11. Penalties/Liquidated Damages

11.1. In the event that the bidder fails to complete the implementation within the agreed project timeline as mentioned in Section C "Project Timeline", a penalty of 0.1% of the total implementation cost shall be levied for each week of delay until the completion of the implementation post 2 weeks beyond the stipulated completion date. The penalty will be capped at 1% of the total implementation cost.

11.2. Penalties/Liquidated damages for not maintaining uptime (of any of the services including DNS Name servers):

11.2.1. Penalties for not maintaining Uptime will be calculated as mentioned below:

Uptime	Penalty
99.50 and above	Nil
99.49-96.51	3% of quarterly payment due for every hour or part thereof
96.50-94.51	5% of quarterly payment due for every hour or part thereof
94.50-92.51	10% of quarterly payment due for every hour or part thereof
92.50-89.49	15% of quarterly payment due for every hour or part thereof
Less than 89.49	25% of quarterly payment due for every hour or part thereof

*Quarterly payment due excluding onsite resources charges.

11.2.2. SLA will be monitored on Quarterly basis. Penalty due to downtime, during five years of contract period will be deducted from any subsequent payment to be made to the Vendor on Quarterly basis.

11.2.3. If in any month during the contract period, the uptime is less than 89.49%, the CBSL shall levy penalty as above and shall have full right to terminate the contract under this RFP and invoke Performance security. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.

11.2.4. However, the maximum penalty levied shall not be more than 10% of the yearly payout as per Annexure-22.

11.3. Penalties/Liquidated Damages for non-performance:

If the selected bidder does not meet the specifications/terms of the RFP during various tests/stages, the selected bidder shall rectify the same at bidder's cost to comply with the specifications/terms of the RFP immediately to ensure the committed uptime/terms, failing which the CBSL reserves its right to withhold the payment, impose penalty and invoke the CBSL Guarantee/ nullify the contract.

11.4. Penalties/liquidated damages for Onsite resources:

11.4.1. In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification must be arranged within 6 weeks along with handholding of the replaced resource. In case of delay in replacement of resource/ 6 weeks handholding criteria, CBSL shall also impose a penalty of INR 1,000 (One Thousand Only) per calendar day per resource and the same will be deducted out of any payment payable to the bidder including invocation of Performance Bank Guarantee. For further details on resourcing, please refer to Annexure-26 mentioned in the document.

11.4.2. The selected bidder shall perform its obligations under the agreement entered into with the CBSL, in a professional manner.

11.4.3. If the selected bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the company reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

11.4.4. All the above LDs are independent of each other and are applicable separately and concurrently.

11.4.5. The overall penalty for the above shall be restricted to 10% of the yearly payout to the successful bidder. However, this is not applicable to penalty imposed by third parties.

11.4.6. If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the company must take corrective actions, to ensure functionality of its property, the company reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

11.4.7. Any financial loss to the company on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable from the selected bidder along with damages if any regarding the company's reputation and goodwill.

11.4.8. Company may impose penalty to the extent of damage to its any equipment or fine imposed by SEBI or any regulatory bodies, if the damage was due to the actions attributable to the staff of the selected bidder.

11.4.9. The liquidated damages shall be deducted / recovered by the company from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Performance Security or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the company's right to levy any other penalty were provided for under the contract.

11.4.10. LD is not applicable for the reasons attributable to the company/Force Majeure.

12. Scope involved during Contract period

During the period of contract, the selected bidder shall perform the following:

12.1. The selected bidder should inform company about all release/version change of patches/ upgrades/ updates of software/ OS/ middleware etc. as and when released by the selected bidder.

12.2. Any corruption in the software/License/media shall be rectified during the full period of the contract, at no extra cost to the company.

12.3. The selected bidder shall make availability of services, components etc., free of cost as and when required, and complete maintenance of the hardware/software/solution during Contract Period.

12.4. The L3 support shall be given email/ tele/remote access and L1 & L2 support shall be onsite.

12.5. The bidder shall ensure that only properly licensed copies of all software and services are provisioned as part of the hosted solution. All software and services provided must be of the latest stable version available at the time of deployment, and the bidder shall be responsible for ongoing updates and compliance throughout the contract period..

12.6. The bidder shall provide CBSL with a centralized, online complaint and incident management portal as part of the hosted solution. This portal must include a dashboard for real-time tracking of complaint status, resolution timelines, and historical data, ensuring transparency and efficient issue resolution.

12.7. Escalation matrix should be provided for support, technical, project etc. as per Annexure-16

12.8. The bidder shall keep CBSL explicitly informed about the end-of-support dates for all software, platforms, and services provisioned as part of the hosted solution. The bidder must ensure uninterrupted support and maintenance for all components throughout the contract period, including any stabilization or support phases.

12.9. All required servers, middleware, databases, operating systems, and associated licenses necessary for the operation of the hosted solution shall be provisioned and managed by the bidder as part of the managed services, at no additional cost to CBSL.

13. Local support

13.1. The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, e-mail,

web based, in person, if required. All escalations will be attended / responded-promptly not later than 15 minutes of reporting.

13.2. The bidder is responsible for providing Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. Detailed Root Cause Analysis Report is to be summited to the CBSL for all major / minor incidents reported / identified in the solution within 24 hours of reporting / identification of incident.

13.3. The bidder will be responsible for attending complaints during all trading and business hours optional Saturdays, whenever required or as and when required during the contract period.

13.4. Support has to solve day-to-day issue while using the proposed solution in our environment like resolving the issues related to incident, security threat, signature updates, daily updates, product related issues and any other issues to the CBSL as per SOW/SLA at no extra cost.

13.5. Daily incident/complaint reported by customers/branches/offices shall be attended on priority and daily report should be submitted to the company.

14. Mean Time Between Failures (MTBF)

If during the contract period, any software/hardware items fail on three or more occasions in a quarter with severe issues impacting business, such items shall be replaced by equivalent / superior new software/hardware items by the bidder at no additional cost to the company.

15. Documents, Standard Operating Procedures and Manuals

15.1. All solution related documents, training manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the bidder shall become the property of the CBSL.

15.2. The bidder shall maintain comprehensive documentation to ensure operational transparency and audit readiness which should be made available to CBSL on required basis.

16. Defect Liability

If any component of the hosted solution or managed service is found to be defective, non-compliant with requirements, or fails to achieve the guaranteed performance as specified in this contract at any time during the contract period, the bidder shall promptly rectify or replace the affected service or component at no additional cost to CBSL. This obligation is without prejudice to any other remedies available to CBSL under the terms of this RFP.

17. Subcontracting

17.1. Bidder 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 CBSL.

17.2. Notwithstanding the above or any written consent granted by the CBSL for subcontracting the services, the Bidder alone shall be responsible for performance of the services under the contract.

18. Right to Audit

18.1. The Vendor shall undergo audits, as per applicable regulatory guidelines, conducted by internal or external auditors empaneled by the PURCHASER, or by inspecting officials from SEBI or any other regulatory authority. These audits shall cover risk parameters defined by the PURCHASER, in relation to the services (including IT infrastructure, software, and related operations) provided under this agreement. The Vendor and its authorized subcontractors or outsourced agents (if permitted by the PURCHASER) shall fully cooperate with such audits. All costs associated with these audits shall be borne by the PURCHASER.

18.2. 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.

18.3. 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/SEBI 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.

1. Clarification to RFP and Pre-Bid Queries

1.1. The bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required as per Annexure 10 Pre-Bid Query Template.

1.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to The General Manager, Canara Bank Securities Ltd. 7th Floor, Maker Chamber III Nariman Point, Mumbai 400 021 in email to www.canmoney.in/tenders by the intending bidders as per the bid schedule.

1.3. No queries will be entertained from the bidders after the due date and time mentioned in the RFP document.

1.4. No oral or individual consultation will be entertained.

2. Pre-Bid meeting

2.1. A pre-bid meeting of the intending bidders will be held on the date & time and at the venue specified in the RFP document to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this meeting.

2.2. If the meeting date is declared as an exchange holiday subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, CBSL will allow maximum of Two (2) representatives from each bidder to participate in the pre-bid meeting.

2.3. Company has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

2.4. Company will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

2.5. Company will consolidate all the queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the CBSL's website. No individual correspondence shall be made. The clarification of the CBSL in response to the queries raised by the bidder/s, and any other clarification/ amendments/ corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.

2.6. Non reply to any of the queries raised by the bidders during pre-bid Meeting shall not be considered as acceptance of the query/issue by the CBSL.

3. Amendment to Bidding Document

3.1. At any time prior to deadline for submission of Bids, the company, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.

3.2. Notification of amendments will be made available on the CBSL's website only and will be binding on all bidders and no separate communication will be issued in this regard.

3.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the CBSL, at its discretion, may extend the deadline for a reasonable period as decided by the CBSL for submission of Bids.

4. Bid System Offer

This is two bid system which has following 3 (Three) parts:

4.1. **Part A-Conformity to Pre-Qualification Criteria:** Indicating their compliance to Pre-Qualification Criteria. The format for submission of Conformity to Pre-Qualification Criteria is as per Annexure -2.

4.2. **Part B-Technical Proposal:** Indicating the response to the Technical/Functional specification/requirements of the subject RFP. The format for submission of Technical Proposal is as per Annexure – 3.

4.3. **Part C-Commercial Bid:** Furnishing all relevant information as required as per Bill of Material as per Annexure-22.

5. Preparation of Bids

5.1. Technical Proposal

5.1.1. Before submitting the bid, the bidders should ensure that they conform to the Pre-Qualification Criteria as stated in this RFP. Only after satisfying themselves of the Pre-Qualification Criteria, the Offer should be submitted.

5.1.2. Technical Proposal should be submitted as per the checklist in Annexure 7. Relevant technical details and documentation should be provided along with Technical Proposal.

5.1.3. The Bid shall be typed or written in English language only with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids, except for un-amended printed literature.

5.1.4. The Three (3) parts as stated above, should be placed in three separate envelopes super scribed with 'Pre-Qualification Criteria', 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, all the envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be super scribed as "Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)"in response to RFP 01/2025-26 dated 09/10/2025" (includes separately sealed 'Pre-Qualification Criteria', 'Technical Proposal' and 'Commercial Bid') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely The General Manager, Canara Bank Securities Ltd, 7th Floor, Maker Chamber III, Nariman Point, Mumbai 400 021.

5.1.5. All the pages of bid including brochures should be made in an organized, structured, and neat manner. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Authorization letter for signing the Bid documents duly signed by Company's Authorized signatory should be submitted.

5.1.6. All the envelopes shall bear the name and complete postal address of the Bidder and authority to whom the Bid is submitted.

5.1.7. It is mandatory to provide the compliance to Scope of Work in the exact format of Annexure 4.

5.1.8. Bidder should qualify the pre-qualification criteria to be eligible for Part-B: Technical Proposal.

5.1.9. Bidder should secure minimum 70% marks under Technical Proposal to become qualified for opening of Part C: Commercial Bid.

5.1.10. The offer may not be evaluated and may be rejected by the CBSL without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.

5.1.11. If any part of the technical/functional requirements offered by the bidder is different from the technical/functional requirements sought in the RFP, the bidder has to substantiate the same in detail the reason of their quoting a different technical/ functional requirement than what is sought for, like better feature or non-availability/ feasibility of the technical/functional requirements quoted by company, invariably to process the technical offer.

5.1.12. Company shall not allow / permit changes in the technical/functional requirements once it is submitted.

5.1.13. The relevant solution information and solution offered, printed product brochure, technical/functional specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.

5.1.14. The Technical Proposal should be complete in all respects and contain all information sought for. Masked Bill of Material must be attached in Technical Offer and should not contain any price information. Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection

5.1.15. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:

    5.1.15.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).

    5.1.15.2. It should not provide any price information like, unit price, tax percentage, tax amount etc.

5.2. Commercial Bid

5.2.1. Commercial Bid (indicative) should be submitted as per instruction in [Annexure 22](#).

5.2.2. Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per [Annexure 22](#). Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.

5.2.3. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, except that the Technical Proposal should not contain any price information (with Prices masked). Any change in the Bill of Material format may render the bid liable for rejection.

5.2.4. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

5.2.5. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.

5.2.6. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the CBSL.

5.2.7. The Commercial Bid (Indicative) of only those bidders who are qualified in Part A-Conformity to Pre-Qualification Criteria and Part B-Technical Proposal will be opened at office venue as per mentioned in bid Schedule.

6. Earnest Money Deposit (EMD)/ Bank Guarantee in lieu of EMD

6.1. The Bidder 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 Securities Limited, payable at Mumbai.

6.2.   In case the EMD is submitted in the form of Bank Guarantee the same should be valid for the bid offer validity with additional claim period of 3 months from the last date for submission of offer. Company 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 -29.

6.3.   The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank Securities Limited 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 Annexure- 29. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be rejected summarily.

6.4.   The Bidder has the provision to remit the Earnest Money Deposit through online mode to below mentioned account for this RFP:

   Account Name: Canara Bank Securities Limited
   Account No : 0239201021761
   IFSC Code : CNRB0002426

6.5.   **Narration :EMD FOR RFP 01/2025-26 dated 09/10/2025**
   Bidders are requested to clearly mention the Name of the Firm with RFP No. in the Narration field.

6.6.   Non submission of EMD with Technical Proposal leads to rejection of Bid.

6.7.   The EMD of the Bidders not qualified under Technical Proposal will be returned within 30 days after opening the Commercial Proposals of the Bidders qualified under Technical Proposal. The EMD of Technically Qualified Bidders except the selected Bidder will be returned within 60 days after opening the Commercial Proposals of the Bidders qualified under Technical Proposal. The EMD of the selected Bidder will be returned within 15 days after submission of Performance Security.

6.8.   The EMD may be forfeited/ Bank Guarantee may be invoked:

   6.8.1.   If the Bidder withdraws or amends the bid during the period of bid validity specified in this document.

   6.8.2.   If the selected Bidder fails to accept the Purchase Order within 7 calendar days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

7. Make and Models

It is mandatory to provide Technology, make & model of all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered. Please note that substituting required information by just brand name is not enough. Bidder should not quote Technology, hardware which is already End of Sale. Bidder also should not quote hardware which are impending End of Sale.

8. Software Version

The bidder should ensure usage of latest software with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale.

9. Documentation

Technical information in the form of Brochures / Manuals / Presentations / Pen-Drive / SharePoint Access etc. of the most current and updated version available in English must be submitted in support of the Technical Offer made without any additional charges to the CBSL.

The CBSL is at liberty to reproduce all the documents and printed materials furnished by the Bidder in relation to the RFP for its own use.

10. Costs & Currency

The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-22).

11. Erasures or Alterations

The Offers containing erasures or alterations, or overwriting may not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Company may treat such Offers as not adhering to the RFP guidelines and as unacceptable.

12. Assumptions/Presumptions/Modifications

Company would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the company and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc., in the bidder's response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of Bid/s.

13. Submission of Bids

13.1. The bidder shall submit their response to the RFP in both physical and electronic formats. Part A – Conformity to Pre-Qualification Criteria , Part B – Technical Proposal must be submitted in hard copy and soft copy (via pen drive or email-www.canmoney.in/tenders) before the bid submission deadline as specified in the bid document. Part C – Commercial Bid also, along with physical documents such as EMD, Integrity Pact, etc., must be submitted to the designated officials at the venue mentioned in the Bid Schedule, before the bid closing date and time. The bid not submitted as per the prescribed format/process in Section D 5.1.4 or incomplete in details is liable for rejection

13.2. The Name and address of the Bidder, RFP No. and Due Date of the RFP are to be specifically mentioned on the Top of the envelope containing physical documents.

14. Bid Opening

14.1. The pre-qualification criteria proposal shall be opened at CBSL office premises on the next day of submission of the bid. The date and time will be as per the bid schedule.

14.2. The successful bidders who qualify the pre-qualification criteria will be invited to participate in the technical Proposal opening at CBSL office premises, on the Date & Time specified in the Bid Schedule.

14.3. The Bidders may note that no further notice will be given in this regard. Further, in case the Company does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bids will be opened on the next working.

14.4. The Technical Proposal submitted by the bidder will be evaluated based on the documents submitted as per Annexure-27.

14.5. The Commercial Bid of only those bidders who are qualified in Technical Proposal will be opened for further evaluation.

SECTION E - SELECTION OF BIDDER

1. Preliminary Scrutiny

1.1. The Company will scrutinize the bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.

1.2. Prior to detailed evaluation, the Company will determine the substantial responsiveness of each bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical requirements and bidding document is submitted without any deviations.

2. Clarification of Offers

2.1. During the process of scrutiny, evaluation and comparison of offers, the CBSL may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the company and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the bidder's response will necessarily be in writing and it should be submitted within the time frame stipulated by the company.

2.2. The Company may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. CBSL's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the company reserves the right for such waivers.

3. Evaluation of Bids

Company will evaluate the bids submitted by the bidders under this RFP. The bids will be evaluated by a committee formed by CBSL. If warranted, the company may engage the services of external consultants for evaluation of the bids. It is companies' discretion to decide at the relevant point of time.

3.1. Technical Proposal

3.1.1. The technical proposals submitted by the bidders will be evaluated based on the documents submitted as per Annexure-27. CBSL will seek clarifications, if required. The Part C - Commercial Proposal of only those bidders who qualified in Part B – Technical Proposal will be opened by the company.

3.1.2. Company will evaluate the responses provided by the bidders for compliance to Scope of Work, Technical and Functional Requirements, Technical evaluation criteria and other terms & conditions as stipulated in the RFP.

3.1.3. The bidders should score minimum 70% marks in technical evaluation criteria (Annexure-27) to qualify under Technical Proposal evaluation.

3.1.4. The proof of documents should be submitted as per Annexure-27 and it will be evaluated by the company and CBSL will seek clarification, if required.

3.2. Commercial Bid

The Part C - Commercial Bid of only those bidders who qualified in Part B – Technical Proposal will be opened by the company. The Part C - Commercial Bid submitted by the bidder will be evaluated based on Bill of material submitted by the Bidder

3.3. Techno Commercial Evaluation process

3.3.1. The Techno-Commercial evaluation process will consist of two stages:

      3.3.1.1. Technical Evaluation

      3.3.1.2. Commercial Evaluation

3.3.2. The evaluation process aims to find out the best fit (based on technical and commercial evaluation) of bidder and can be summarized in the following points.

3.3.3. The technical proposal evaluation shall be performed first to identify the list of bidders as per clause 3.1.3.

3.3.4. The bidders scoring less than 70% marks in technical evaluation criteria (Annexure-27) will not be considered for the selection process and their Commercial Bids will not be opened.

3.3.5. Each qualified bidder in Technical Evaluation (70% or more marks in Technical evaluation criteria (Annexure-27)) shall be assigned a Technical Score (T).

3.3.6. The Commercial bids of only those bidders, who have been assigned with a Technical Score (T) after technical proposal evaluation, would be opened.

3.3.7. The bidders should submit the commercial bill of material covering cost for each Services (for each line item) and total cost for the Company as per Bill of Material (Annexure-22).

3.3.8. The Criteria for Technical Evaluation and Commercial Evaluation will have weightage of 70:30.

3.3.9. The Commercial Bid will comprise of the Total Cost for Ownership (TCO) and break-up of their final price as per Annexure-22.

3.3.10. The final selection of the bidder will be based on the **QCBS** (Quality and Cost Based Selection). Weightage for Technical Score and Commercial is explained in 3.3.11.

3.3.11. Sample evaluation process is shown below:

Technical Scores:

QCBS Calculation*	
Formula	$[\ [X_t.(T/\ T_{high}\ *100) + X_f.(\ C_{low}\ /C*100)]\ ]$
T	Total Technical score awarded to the Vendor
T_{high}	Highest Technical score achieved for the Bid
C	Price Offered by Bidders
C_{low}	The lowest of all Price offered (L1 Price)
Xt	Weightage for technical evaluation
Xf	Weightage for financial evaluation

*The QCBS Calculation is system generated as per the RFP norms.

Selected Bidder/ Consultant for the Company = H1 (Max of Scores of Bidders 1, 2 … n)

4. Bidders Presentation /Site Visits / Product Demonstration/ POC

4.1. The Company reserves the right to call for a presentation on the features and functionalities as a Part of Technical Proposal evaluation.

4.2. The Company at its discretion call for providing of demonstration/ Proof of Concept (PoC) of proposed solution at the location which is identified by the Company. Hence, Bidder is required to arrange the required software in prior and need to submit the pre-requisites document in order to complete the POC within stipulated time.

4.3. Bidders are further required to be in preparedness to demonstrate the proposed solution/services by arranging for service delivery walk-through at their own installations'/principals/ R&D labs duly meeting the specific requirements/issues raised by the Company. As a part of the technical evaluation the Company may at its discretion, request either all bidders or any of them to arrange for the demonstration of their solution/services more than once if felt necessary before.

4.4. Setting of evaluation criteria for demonstrations shall be entirely at the discretion of the CBSL. The decision of CBSL in this regard shall be final and, in this regard, no correspondence shall be entertained.

4.5. Bidder has to complete the Proof of Concept (POC) of the proposed Solution/Services within the time limit which is defined by company

4.6. All expenses incurred in connection with the above shall be borne by the bidder. However, company will bear the travelling, boarding and lodging expenses related to its own personnel and its consultants, if any.

4.7. The presentation/document shared during the presentation/POC shall form an integral part of the offer made by the bidder and features mentioned therein should be delivered as part of the offer by the bidder at no extra cost to company, irrespective of the fact that such features are explicitly mentioned in the Bid or not.

5. Normalization of Bids

5.1. Company may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the company feels that any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the company may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the company in the following manner;

    5.1.1. Incremental bid submission in part of the requested clarification by the company

<div align="center">Or</div>

    5.1.2. Revised submissions of the entire bid in the whole

5.2. The company can repeat this normalization process at every stage of bid submission till company is satisfied. The shortlisted bidders agree that they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the company during this process.

5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

6. Intimation to Qualified/Successful Bidders

The company will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A – Conformity to Pre-Qualification Criteria, Part B – Technical Proposal and Part C - Commercial Bid. The names of qualified bidders at each stage would be announced in CBSL Website. Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2 etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7. Selection of successful Bidder

7.1. The H1 (highest Score) bidder will be determined on the basis of the final scores as described under Techno-Commercial evaluation process.

7.2.   However, the Company does not bind itself to accept the highest scored bidder 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.

7.3.   The Company reserves the right to re-tender without assigning any reasons whatsoever. The Company shall not incur any liability to the affected bidder(s) on account of such rejection. Company shall not be obliged to inform the affected bidder(s) of the grounds for the Company's rejection.

7.4.   The Company reserves the right to modify any terms, conditions and specifications of the RFP and Company reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Company reserves the right to accept any bid in whole or in part.

7.5.   The bidder who is H1 (highest score) will be referred as the selected bidder/ successful bidder.

SECTION F – OWNERSHIP & AWARDING OF CONTRACT

1. Bid Validity Period

The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the company.

2. Proposal Ownership

The proposal and all supporting documentation submitted by the bidder shall become the property of the company. As the bidder's proposal is central to the evaluation and Selection process, it is important that, the bidder carefully prepares the proposal as per the prescribed format only. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Annexures to this RFP shall form integral part of the RFP.

3. Project Ownership

3.1.   If the bidder is offering solutions/products/services from other bidders/principals for Infra, network and security associated with front and mid office broking solution - they shall detail the responsibilities of the parties involved and submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify all relationships with third parties in respect of the ownership and also maintain support and manage services of all hardware and software related to the front and mid office platforms which are relevant to this RFP.

3.2.   Ownership letter by the bidder to be submitted as per Annexure 1 (Undertaking letter by the bidder taking the ownership of the project execution) in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.

3.3.   The bidder also has to submit a certificate/Letter from OEM/Vendor that the proposed services any other related software offered by the bidder to the company are correct, viable, technically feasible for implementation and it will work without any hassles.

4. Acceptance of Offer

4.1.   Company reserves its right to reject any or all the offers without assigning any reason there of whatsoever.

4.2.   Company will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.

4.3.   The bidder 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 company may elect to modify/withdraw the tender.

5. Award of Contract

5.1.   The Bidder who is H1 (highest scoring bidder out of 100) will be referred as the selected Bidder and company will notify the name of the selected Bidder /s in CBSL Website.

5.2.   The contract shall be awarded, and the order shall be placed on selected Bidder. Company may release the order either in Full or in part or place more than one order towards the contract based on project plan.

5.3.   The selected Bidder 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 Bidder shall be the date of acceptance of the order by the selected Bidder.

5.4. In case of non-receipt of acceptance by the due date, the Purchase Order shall have deemed to have been accepted by the vendor.

5.5. Company reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

5.6. The Shortlisted bidder/s will be required to provide the service to the company at the rates not higher than the agreed rate finalized under this RFP.

6. Effective Date

6.1. The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order.

6.2. The company may consider the Bidder's non-acceptance of the order as a contravention of the RFP terms and conditions, which may result in forfeiture of the Earnest Money Deposit (EMD) at CBSL's discretion.

7. Project Execution

The entire project needs to be completed expeditiously. The company and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Mumbai. However, for escalation purpose, details of other persons shall also be given as per Annexure 16. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 calendar days from the date of acceptance of Purchase Order. The bidder shall submit a Weekly progress report to the CBSL as per format, which will be made available to the selected bidder.

8. Fixed Price

The prices quoted in the tender response will be fixed for the period of the contract.

9. Performance Security

9.1. The successful bidder should submit a Performance Security equivalent to 5% of the Total Contract Value within 28 days from the date of acceptance of the Purchase Order with a validity period of 72 Months (60 months contract period and additional 12 months validity extendable to 6 months post contract period) from the acceptance of PO.

9.2. If the Performance Security is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the total value 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 TCO.

9.3. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompletion of the project and contract period.

9.4. Performance Security should be submitted by way of DD drawn on Canara Bank Securities Limited payable at Mumbai / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank).

9.5. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank Securities Limited shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). However, it should be as per Annexure-15. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.

9.6. The security deposit / bank guarantee will be returned to the bidder on completion of Contract Period.

9.7. The Company 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 bidder fails to complete his obligations under the contract. In such case Company reserves the right to invoke the Bank Guarantee/Security Deposit at its entirety and not based on proportion. The Company shall notify the selected bidder in writing before invoking the Bank guarantee.

10. Execution of Agreement

10.1. Within 21 calendar days from the date of acceptance of the Purchase Order/LOI, the selected bidder shall sign a stamped "Agreement", as per Annexure-23 with the Company at Mumbai as per the format provided by the Company. Company reserves the right to include the clauses in the agreement at any time based on regulatory guidelines and the selected bidder shall be bound by the same. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Company and also rejection of the selected Bidder.

10.2. The Agreement shall include all terms, conditions and specifications of RFP 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 Company receiving the duly signed original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled or till the time stipulated in the agreement whichever is later.

10.3. The Integrity Pact Agreement submitted by the bidder during the bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.

11. Pricing & Payments

11.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract period.

11.2. 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 company.

12. Order Cancellation/Termination of Contract

12.1. The company reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.

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

12.2.1. Delay in project delivery beyond the specified period for project timelines

12.2.2. Serious discrepancies noted in the items installed in the private cloud environment

12.2.3. Breaches in the terms and conditions of the Order

12.2.4. Non submission of acceptance of order within 7 days of order

12.2.5. Excessive delay in execution of order placed by the company

12.2.6. The Bidder commits a breach of any of the terms and conditions of the bid

12.2.7. The Bidder goes into liquidation voluntarily or otherwise

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

12.2.9. The progress made by the bidder is found to be unsatisfactory

12.2.10. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price

12.3. Company shall serve the notice of termination to the Bidder at least 30 days prior, of its intention to terminate services.

12.4. In case the Bidder fails to deliver the quantity as stipulated in the Bill of material as per Annexure 22, the CBSL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Bidder by giving 7 days' prior notice to the Vendor.

12.5. After the award of the contract, if the Bidder does not perform satisfactorily or delays execution of the contract, the CBSL 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 Bidder is bound to make good the additional expenditure, which the CBSL may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the CBSL within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.

12.6. The CBSL reserves the right to recover any dues payable by the Bidder from any amount outstanding to the credit of the Vendor, including the pending bills and security deposit, if any, under this contract.

12.7. In addition to the cancellation of purchase order, the CBSL reserves its right to invoke the CBSL Guarantee or foreclose the Security Deposit given by the Bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

12.8. Notwithstanding the existence of a dispute, and/ or the commencement of negotiation and mediation proceedings, Bidder should continue the services. Bidder is solely responsible to prepare a detailed Reverse Transition plan.

12.9. CBSL 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 Bidder to the CBSL or its designee to ensure smooth handover and transitioning of the CBSL's deliverables.

1. General Terms

Normally, the Order will be placed on the selected bidder as per the details given in the bid document. But, if there is any change in name/address/constitution of the bidding Firm/Company at any time from the date of bid document, the same shall be informed by the bidders to the Company immediately. This shall be supported with necessary documentary proof or Court orders, if any. Further, if the bidding Firm/Company is undergoing any re-organization/ restructuring/ merger/ demerger and on account such a change the Firm/Company is no longer performing the original line of business, the same shall be informed to the Company. There shall not be any delay in this regard. The decision to place orders or otherwise under such situation shall rest with the Company and the decision of the Company shall be final.

2. Roles & Responsibility during Project Implementation

2.1.   All solution, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during contract period shall be provided by the selected bidder at no extra cost to the CBSL for completing the scope of work as per this RFP.

2.2.   The selected bidder shall perform its obligations under the agreement entered into with the CBSL, in a professional manner.

2.3.   The selected Bidder shall take all steps to ensure safety of Bidder's and the Company's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected Bidder or their sub-Bidders.

2.4.   In case of any damage of Company's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.

2.5.   The selected bidder has to resubmit the Undertaking of Authenticity for the proposed service as per Annexure-19 along with invoice.

3. Responsibilities of the Selected Bidder

3.1.   The Selected bidder has to inform change in the management of the company, if any, to the Company within 30 days from the date of such change during the contract period.

3.2.   The Company will call for Audited Balance Sheet of the selected Bidder at any point of time during contract period and the selected Bidder shall provide the same.

3.3.   The selected bidder shall submit updated Escalation Matrix for the product/services on a Half-Yearly basis.

4. Human Resource Requirement

The selected bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

4.1.   The selected bidder shall provide a contingent of well-trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.

4.2.   The selected bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The selected bidder shall manage the activities of its personnel or others engaged in the project, etc., and shall be accountable for all the personnel deployed/engaged in the project.

4.3.   In case the performance of the selected bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Company, the selected bidder shall have to replace the said person within the time limits stipulated by the Company.

Where the selected bidder fails to comply with the Company's request, the Company may replace the said person or their agents/employees on its own.

4.4. No right to employment in the Company shall accrue or arise to the employees or agents of the selected bidder, by virtue of engagement of employees, agents, etc. of the selected bidder for any assignment under this project. It is further clarified that the arrangement herein with the selected bidder is a contract for service.

4.5. The selected bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.

4.6. The Bidder must submit following KYC documents for the resources:

4.6.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in colour only

4.6.2. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and Bidder HR

4.6.3. Aadhaar Card - Duly attested photocopy by candidate and Bidder HR, Relieving Certificate of Previous employer - Duly attested photocopy by candidate and Bidder HR

4.6.4. Passport- Duly attested photocopy by candidate and Bidder HR

4.6.5. Background Police Verification report - Duly attested photocopy by candidate and Bidder HR

4.7. The selected bidder shall extend all of the outsourced Banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India, Government or the Company or any other related Regulatory Body from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948.

5. Responsibility for Completeness

5.1. The selected bidder shall ensure that the services provided meets all the technical and functional requirements as envisaged in the scope of the RFP.

5.2. The selected bidder shall deliver the services as per Scope of Work described elsewhere in the RFP and arrange for user level demo at selected bidder's cost as per accepted time schedules. The selected bidder is liable for penalties levied by Company for any deviation in this regard.

5.3. The selected bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the Company or not. The selected bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the Company.

6. Inspection of Records

Company at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Company under this RFP and the selected bidder shall extend all cooperation in this regard.

7. Negligence

In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Company, in such eventuality, the Company may

after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Company shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Company may sustain in this behalf. Thereafter, the Company may make good the failure at the risk and cost of the selected bidder.

8. Assignment

8.1. The selected bidder shall not assign to anyone, in whole or in part, its obligations to perform under the RFP/contract, except with the Company's prior written consent.

8.2. If the Company undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the selected bidder under this RFP.

9. Publicity

Any publicity by the selected bidder in which the name of the Company is to be used will be done only with the explicit written permission of the Company.

10. Intellectual Property Rights

10.1. Bidder 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. Bidder 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. The bidder should ensure that the Hardware and Software supplied to the Company, if any, shall not infringe the third-party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.

10.2. If the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense:

    10.2.1. Procure for Company the right to continue to use such deliverables.

    10.2.2. 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

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

10.3. The indemnification obligation stated in this clause 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 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.

10.4. The bidder acknowledges that business logics, workflows, delegation and decision-making processes of Company are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.

11. Confidentiality and non-disclosure

11.1. The selected bidder 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. The selected bidder shall suitably defend, indemnify Company for any loss/damage suffered by Company on account of and to the extent of any disclosure of the confidential information. The selected bidder shall furnish an undertaking as given in Annexure-21.

11.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Company, by photographic, electronic or other means.

12. Exit Management Plan

12.1. Bidder/ Vendor shall submit a structured & detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Company.

12.2. Bidder/ 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 Company.

12.3. 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.

    12.3.1. A detailed program of the transfer process that could be used in conjunction with a replacement bidder/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.

    12.3.2. Plans for provision of contingent support to the Project and replacement Bidder/ Vendor for a reasonable period (minimum three month and maximum as per mutual agreement) after transfer or as decided by Canara Bank Securities Limited.

    12.3.3. Plans for training of the Replacement Canara Bank Securities Limited staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by Canara Bank Securities Limited. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of bidder/Vendor.

12.4. At the end of the contract period or during the contract period, if any other vendor is identified or selected for providing services related to Bidder scope of work, they shall ensure that a proper and satisfactory handover is made to the replacement vendor.

12.5. All risk during transition stage shall be properly documented by Bidder/ Vendor and mitigation measures shall be planned to ensure a smooth transition without any service disruption.

12.6. Bidder must ensure that software supplied by them shall not reach end of support products at time of transition. Bidder shall inform well in advance end of support products (software) for the in-scope applications and infrastructure.

12.7. The transition & exit management period will start minimum six (6) months before the expiration of the contract or as decided by CBSL.

12.8. Bidder will provide shadow support for a minimum of 90 days or as decided by the Company before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Company.

12.9. In case of termination, the exit management period will start from effective date of Canara Bank Securities Limited termination, or such other date as may be decided by Canara Bank Securities Limited and communicated to Bidder/Vendor.

12.10. Bidder 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 Securities Limited.

12.11. Bidder needs to comply with Company's requirements and any statutory or regulatory guidelines during the reverse transition period.

13. Training and Handholding

13.1. Successful bidder shall provide necessary knowledge transfer and transition support to the satisfaction of the Company. The deliverables as indicated below but not limited to:

13.1.1. Entire back-up History but not limited to archive policies, retention policies, restore policies, schedules, target storage, backup history

13.1.2. Change Request Logs

13.2. Assisting the new Vendor/ Company with the complete audit of the system including licenses and physical assets

13.3. Detailed walk-throughs and demos for the solution /services

13.4. During the exit management period, the Bidder shall use its best efforts to deliver the services

13.5. Successful bidder shall hold technical knowledge transfer sessions with designated technical team of Business and/or any replacement Vendor in at least last three (3) months of the project duration or as decided by Company

13.6. During Reverse Transition Company will not pay any additional cost to the Bidder for doing reverse transition

14. Service Levels

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

15. Business Continuity Plan

15.1. The Vendor/ Bidder 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 Company and to ensure the agreed upon service level.

15.2. The Vendor/ Bidder shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Company may consider joint testing and recovery exercise with the vendor.

16. Hiring of Canara Bank Securities Limited Staff or Ex-Staff:

The Bidder/Vendor or subcontractor(s) shall not hire any of the existing/ ex/retired employees of the Company during the contract period or after the closure/termination of contract even if existing/ ex/retired employee actively seek employment from the Bidder/Vendor 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 Company.

17. Adherence to Company's IS Security/Cyber Security Policies

17.1.   Bidder/Vendor shall comply with Company's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines.

17.2.   In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the Bidder shall immediately report such incident to the Company.

18. Protection of Data

18.1.   The Bidder/Vendor 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 Company's data occurs as a result of Bidder failure to perform its responsibilities in the RFP, Bidder will at Company's request correct or cause to be corrected any loss or damage to Company data. Further, the cost of the any corrective action in relation to data loss of any nature will be borne by Bidder/Vendor, if such loss or damage was caused by any act or omission of Bidder or its officers, employees, contractors or agents or other persons under Bidder control.

18.2.   Where the terms of the RFP/PO require any data to be maintained by the Company, the Company agrees to grant, Bidder such access and assistance to such data and other materials as may be required by Bidder/Vendor, for the purposes of correcting loss or damage to Company's data.

18.3.   The Bidder/Vendor is required to adhere to RBI/SEBI 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 Company's and its customer's data and report same to the Company, Bidder will be liable to Company for any event for security breach and leakage of data/information

18.4.   The Bidder/Vendor 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.

19. 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.

20. Indemnity

20.1.   The Bidder/Vendor shall keep and hold the Company 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 Company arising out of:

    i.   The breach, default or non-performance of undertakings, warranties, covenants or obligations by the Bidder/Vendor.

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

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

20.2. The Bidder/Vendor shall indemnify, protect and save the Company 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.

20.3. All Employees engaged by the Bidder/Vendor shall be in sole employment of the Bidder/Vendor and the Bidder/Vendor shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Company 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/Vendor.

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

20.5. Bidder/Vendor aggregate liability shall be subject to an overall limit of the total Cost of the project.

20.6. The limits specified in above clauses shall not apply to claims made by the Company /third parties in case of infringement of Intellectual property rights or loss caused due to breach of confidential obligations or applicable data protection laws or commission of any fraud by the bidder or its employees or agents 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.

21. Conflict of Interest

21.1. Bidder/Vendor 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.

21.2. Bidder/Vendor represents and warrants that if any such actual or potential conflict of interest arises under this Agreement, Bidder shall immediately inform the Company in writing of such conflict.

21.3. Bidder/Vendor acknowledges that if, in the reasonable judgment of the Company, such conflict poses a material conflict to and with the performance of Vendor/ 's obligations under this Agreement, then the Company may terminate the Agreement immediately upon Written notice to Vendor; such termination of the Agreement shall be effective upon the receipt of such notice by Vendor.

22. Force Majeure

22.1. The selected bidder 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 bidder, i.e. Force Majeure.

22.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected bidder, resulting in such a situation.

22.3. In the event of any such intervening Force Majeure, the selected bidder shall notify the Company in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Company, the selected bidder 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.

22.4. 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 Company and the selected bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Company shall be final and binding on the selected bidder.

23. General Conditions to Contract

23.1. The Bidder/Vendor 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 Company.

23.2. The Bidder/Vendor shall adhere to RBI guidelines and any other applicable regulatory body like SEBI 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 Company's and its customer's data and report same to the Company.

23.3. Bidder shall be liable to the Company for any event for security breach and leakage of data/information.

23.4. The Bidder/Vendor shall abide/comply with applicable guidelines issued by SEBI note no: SEBI/HO/MRD/DP/CIR/P/2017/101 dated September 13, 2017 and its future amendments and communications.

23.5. No forbearance, indulgence, relaxation or inaction by any Party [Company or Vendor] 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.

23.6. 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.

23.7. All remedies of either Company or Bidder/Vendor 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.

23.8. If any provision of Contract or the application thereof to any person or Party [Company/ Bidder/Vendor] 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 [Company and Bidder/Vendor] 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.

23.9. None of the provisions of Contract shall be deemed to constitute a partnership between the Parties [Company and Bidder/Vendor] and neither Party [Company nor Bidder/Vendor] 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.

23.10. Contract shall not be intended and shall not be construed to confer on any person other than the Parties [Company and Bidder/ Vendor] hereto, any rights or remedies herein.

24. Responsibilities of the Bidder

By submitting a signed bid/response to this RFP the Bidder certifies that:

24.1. The Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition. The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.

24.2. No attempt by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred. Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with Canara Bank Securities Limited. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.

24.3. The Bidder represents and acknowledges to the Company that it possesses necessary experience, expertise and ability to undertake and fulfil its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution proposed by the Bidder. The Bidder shall be required to independently arrive at a solution, which is suitable for the Company, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Company. The Bidder also acknowledges that the Company relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Company expects the Bidder to fulfill all the terms and conditions of this RFP.

24.4. The selected bidder should also abide by the provisions of Digital Personal Data Protection Act 2023 and its future amendments and communications.

25. Corrupt and Fraudulent Practices

25.1. As per Central Vigilance Commission (CVC) directives, it is required that Bidders/Suppliers/Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy.

25.2. "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 "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Company and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial noncompetitive levels and to deprive the Company of the benefits of free and open competition.

25.3. The Company reserves the right to reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

25.4. The Company 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.

25.5. The decision of Company in determining the above aspects will be final and binding on the all the Bidders. No Bidder shall contact through any means of communication the Company 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 bidder wishes to bring additional information to the notice of the Company, it may do so in writing.

25.6. Any effort/attempt by a bidder to influence the Company in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either

directly or through a third party from any of the employees of the Company 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.

26. Amendments to the Purchase Order

Once purchase order is accepted by the selected bidder, 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 bidder, 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 RFP

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

29. Social Media Policy

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

29.2. The following acts on the part of personnel of the Company 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 Company from time to time.

29.2.2. Any omission or commission which exposes the Company to actual or potential monetary loss or otherwise, reputation loss on account of nonadherence of social media related systems and procedures.

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

29.2.4. Any usage of information or data for purposes other than for Company'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. Adoption of Integrity Pact

30.1. The Pact essentially envisages an agreement between the prospective bidders and the CBSL, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.

30.2. Only those bidders, who commit themselves to the above pact with the CBSL, shall be considered eligible to participate in the bidding process.

30.3. The Bidders shall submit signed Pre-Contract integrity pact as per Annexure-23 along with Part B -Technical. Those Bids which are not containing the above are liable for rejection.

30.4. Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.

30.5. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

30.6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

30.7. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Stabilization/Guarantee/AMC if contracted whichever is later.

30.8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

30.9. Integrity pact shall be signed by the person who is authorized to sign the Bid.

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

32. Legal Disputes and Jurisdiction of the court

32.1. The Company Clarifies that the Company 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 bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Company 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.

32.2. All disputes and controversies between Company and selected bidder shall be subject to the exclusive jurisdiction of the courts in Mumbai and the parties agree to submit themselves to the jurisdiction of such court as this RFP/Contract agreement shall be governed by the laws of India.

33. Bidder Conformity

33.1. Bidder should ensure that, it is complying with applicable guidelines issued by SEBI note no: SEBI/HO/MRD/DP/CIR/P/2017/101 dated September 13, 2017, and its future amendments and communications.

33.2. Bidder should ensure to adhere applicable regulatory 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 Company's and its customer's data and report same to the Company, Vendor will be liable to CBSL for any event for security breach and leakage of data/information.

33.3. Bidder 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.

Annexure 1-Bid Covering Letter

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We have examined the above-mentioned RFP document including all annexures the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications/amendments, if any, furnished by CBSL and we, the undersigned, offer for subject items are in conformity with the said RFP in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

The undersigned is authorized to sign on behalf of the Bidder Company and the necessary supporting documents delegating this authority is enclosed to this letter.

If our offer is accepted, we undertake to complete the formalities of deliverables as per timelines mentioned in the RFP for each ordered location.

If our offer is accepted, we undertake to provide technical / Service support / Guidance for the specified scope as per the above referred RFP, during contract period. We enclose a Demand Draft /Bank Guarantee in lieu of EMD as per RFP in favour of CBSL as EMD or Exemption certificate in lieu of EMD.

We agree to abide by this offer till 180 days from the date of Commercial Bid opening and for such further period as mutually agreed between the CBSL and selected bidder and agreed to in writing by the selected bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the RFP. However, if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the RFP and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in RFP together with the return acceptance of the contract.

We accept all the Instructions, Terms and Conditions and Scope of Work and technical and functional requirement list of the subject RFP.

We hereby unconditionally accept that CBSL can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.

We will not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). We further understand that any false declaration and non-compliance of the above would be a

ground for immediate termination of the contract and further legal action in accordance with the laws.

We also confirm that, we will not subcontract part or complete assignment to any other agency or individual without obtaining prior permission of the CBSL.

All the details mentioned by us are true and correct and if CBSL observes any misrepresentation of facts on any matter at any stage, CBSL has the absolute right to reject the proposal and disqualify us from the selection process. CBSL reserves the right to verify /evaluate the claims made by the Bidder independently.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the CBSL will have the right to disqualify us in case of any such deviations.

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

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

Reference No: Date:

The General Manager,

Canara Bank Securities Ltd. 7th Floor, Maker Chamber III

Nariman Point, Mumbai 400 021

Tel - 022-43603823, 022-43603822, 022-43603866

Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
1.	The Company operating should be legally compliant company and can be: A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws. The bidder must be incorporated for a minimum of 2 years from the date of release of this RFP.	A. Document Proof Attached (Certificate of Incorporation) B. Bidder should submit a copy of Board Resolution or Power of Attorney, showing that the official who is signing on behalf of the Bidder has been duly authorized to sign the RFP document and related undertakings / declaration/ non-disclosure; undertaking or other similar documents.	

Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
2.	Bidder shall be the Original Equipment Manufacturer (OEM)/ Original Software Owner (OSO)/ Original Software Developer (OSD) of the offered Product.	If the applicant is OEM, an Undertaking Letter has to be submitted to this effect.	
3.	The average annual financial turnover of the Bidder should be minimum Rupees seven and half crore (Rs. 7.5 crores) during the financial year 2024-25.	Certified copies of Audited Financial Statements for the financial year 2024-25 And Certificate from Bidder's Statutory Auditors in original providing turnover details for the financial year 2024-25.	
4.	The net worth of the Bidder firm should not be negative as on as on 31 March 2025.	Certified copies of Audited Financial Statements of the financial year 2024-25 and Certificate from Bidder's Statutory Auditors in original providing net worth details for the financial year 2024-25	
5.	Bidder must not have been blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) as on the release date of the RFP.	Letter of Confirmation from the Bidder duly signed by the Auditor	
6.	The Bidder must demonstrate successful implementation of the proposed solution in at least two (2) Broking Firms in India as on the release date of this RFP. Out Of these, at least one (1) engagement shall be a fresh implementation (i.e. completed and operationalized during last two-year period as on the release date of this RFP) And while the other may be an already implemented solution that continues to remain in active use and support within the respective Broking Firm.	Relevant Credential letters OR Purchase Order from Financial Institution along with confirmation on having executed the PO Successfully.	
7.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Board Resolution and the Notarized Power of attorney /Letter of authority if authority is sub delegated as mentioned in Board Resolution and	

Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
		KYC documents evidencing the authority delegated to the authorized signatory.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence/certificates confirming compliance to Pre-Qualification Criteria should be part of the RFP.

Date: Signature with seal
Place: Name:
                                                   Designation:

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Technical and Functional Requirements as listed in Annexure-3 along with the attached Excel.

Sr. No.	Particulars	Brief Description	Responded (Yes/No)	Reason (In case not responded)
1	Trading Application	The application shall be a secure, scalable, multi-channel platform for Individual, Non-Individual, Indian and NRI clients. enabling trading across all asset classes and exchanges covering all order types with advanced features and relevant internal and external integrations and accessibility via different channels including but not limited to dealer assisted platforms and EXE, mobile, web. It must be integrated with real time Market data feeds All required modules of back office , onboarding application and should have sub-broker and distribution modules .		

Sr. No.	Particulars	Brief Description	Responded (Yes/No)	Reason (In case not responded)
2	Risk Management System	The risk management system shall be real-time, scalable, and compliance-driven platform to manage client accounts, margin exposure, trading risk and enforce trade restrictions (Pre and post trading) across all asset classes through configurable workflows and with the required API integrations across platforms including but not limited to trading platform, back office modules required for automated workflows and also must have an Anti-money laundering solution		
3	Order Management System	The Order Management System (OMS) will be a real time, high-performance, multi-asset, multi-channel platform supporting order placement across exchanges and all order types and it should be integrated across platforms and should be integrated across trading platforms and other systems where required.		
4	Infrastructure & Network Security	The Bidder shall provision, operate, and manage a high-performance, resilient, extensible, and scalable hosted environment for CBSL's Front and mid office solution along with Infra ,network and security as a fully managed service. The managed infrastructure must deliver robust compute, production and backup storage, and a secure, high-availability network layer, ensuring seamless connectivity and optimal performance for front and mid office solution. The bidder is responsible for all underlying technologies including compute, storage,		

Sr. No.	Particulars	Brief Description	Responded (Yes/No)	Reason (In case not responded)
		network, virtualization, containerization, operating system and database platforms, backup and patch management, ITSM, disaster recovery, and monitoring systems—required to deliver the front and mid office platform along with the associated Infra, network and security. Support. The infrastructure must support secure internet/MPLS connectivity, multi-channel access, and comply with all regulatory and business continuity requirements.

The architecture must be cloud-ready, support seamless failover and disaster recovery, and ensure high availability, scalability, and regulatory compliance across all layers. The bidder is solely responsible for selecting, provisioning, and managing all necessary components and technologies to meet CBSL's performance, security, and compliance objectives.

The bidder must ensure seamless integration of CBSL applications hosted or deployed across all locations and cloud environments. | | |
| 5 | Cyber security | The infrastructure and application shall follow baseline security controls including but not limited to SAST and DAST integration in CI/CD, Comprehensive management of the Network and Web Application Firewall solution, including configuration and maintenance of firewall rules | | |

Sr. No.	Particulars	Brief Description	Responded (Yes/No)	Reason (In case not responded)
		and policies, regular review and optimization of rule sets to meet evolving security needs, timely updates and patching of firmware/software, and effective response to and mitigation of security incidents related to firewall operations, SOC integration, comprehensive VAPT for applications, infrastructure and compliance with regulatory requirement.		

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence/certificates confirming compliance to Technical and Functional Requirements should be part of the RFP.

For Technical & Functional Document Click Here

Date:
Place:

Signature with seal
Name:
Designation:

Annexure 4- Scope of work

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

1. Key Functional Solution Requirements

Broad level requirements of the key Functional Solution are provided below:

S.NO.	Solution	Requirements
1.	Trading application web, mobile EXE, - retail with order management system, customer services functionality and Admin platform and dealer assisted platform	The bidder shall provide application which should be simple, modern, intuitive, and should be at par with market peers. It should have the capability to be integrated with platforms such as onboarding platform ,market data feed, back office, depository module or any other modules for back office and with the risk management system, Order Management system and any other required API integration with Canara bank. It must have integrated a ticketing tool/support portal for customers to raise request and track their queries raised , chatbot functionality for users . Authentication security of the application should be in line with the regulatory guideline, including but not limited to password protection, password pin encryption, MFA, CAPTCHAs and protection from un-authorized login. Customer service functionality : The bidder should provide an application that should support corporate actions and enabling reflection of the adjustments, viewing customer related reports and statements, The user must be able to do Self KYC modifications and self -segment activation. For Dealer assisted platform .The bidder should provide multi-channel order capture, manual and assisted trade execution, client verification, post-trade reporting, compliance logging, real-time surveillance, and must have integration capabilities with back office. market data feed, back office, DP Module and risk management system, Order Management system exchange, systems through a secure, scalable, and audit-ready dealer interface. It should be a scalable platform to attend all the callers during peaks trading hour and should support admin rights related activities as well.
2.	Order management system	The bidder should provide an application that should support multi-asset order handling, advanced order types and time conditions, real-time exchange connectivity, pre and post trade risk checks, client and dealer interfaces and all required platforms and channels used for trading, full order lifecycle tracking and should also integrate with back

S.NO.	Solution	Requirements
		office and RMS any other required integration, regulatory compliance, alerting, and scalable performance.
3.	Middle office - risk management	The bidder should provide a system that has real-time risk monitoring including but not limited to pre-trade validations and related post trade monitoring, client-level controls, alerts, audit logging, and seamless integration with trading platforms, OMS, back office, AML solution, regulatory reporting systems and any other required integration, ensuring scalable and compliant risk management across all asset classes
4.	Market data feed integration	The bidder should provide an application which should support real-time delivery of market data feeds from exchanges to trading platforms and order management systems to ensure timely access to financial information for decision-making and execution
5.	Sub-broker and distribution module	The Bidder should empower authorized partners to seamlessly onboard clients, monitor activity, track revenue and commission splits and facilitate third-party distribution through the front office platform, with all necessary integrations included.

2. **Key Technical Requirements**

Broad level Key Technical requirements are provided below:

S.NO.	Solution	Requirements
1.	Server	The bidder shall provision, operate, and manage enterprise-grade compute resources within its hosted environment to support server associated with front and mid office platforms. The compute platform must ensure high performance, scalability, and reliability, with built-in redundancy and fault tolerance. The bidder shall implement robust monitoring solution to track resource utilization, health status, and performance metrics, and shall scale resources as required to meet CBSL's business and regulatory needs.
2.	Backup Storage (TB)	The bidder shall provision and manage secure backup storage as part of the hosted service, ensuring adequate capacity for historical data retention in encrypted formats. The backup service must support long-term retention policies, integrate with backup and recovery software, and comply with all applicable regulatory requirements. The bidder shall perform daily, fortnightly, and monthly backups, and conduct restoration drills at least once every six months to verify backup integrity and readability.
3.	Production Storage (TB)	The bidder shall provision, operate, and manage high-performance production storage within the hosted environment, delivering low-latency access for active workloads and transactional systems. The storage platform must support tiered storage, built-in redundancy, and encryption to ensure data integrity, availability, and performance for mission-critical applications.

S.NO.	Solution	Requirements
4.	Non-Production Storage	The bidder shall provision and manage non-production storage optimized for development, testing, and staging environments. This storage must be logically segregated from production systems, support flexible provisioning, and maintain essential security and access controls to safeguard data integrity and operational efficiency.
5.	Tape Library	The bidder shall offer a reliable and scalable long-term data storage, backup, and recovery solution as part of the managed services. This includes all necessary hardware, media, and software for managing, securing, and monitoring data. The solution must support integration with the bidder's backup infrastructure, comply with CBSL's data retention policies, and offer features such as encryption, automation, and future scalability. All provisioning, configuration, and ongoing support shall be managed by the bidder.
6.	Application Load balancer	The bidder shall provision, operate, and manage load balancing services to ensure efficient and seamless distribution of application traffic across backend servers, maintaining high availability and optimal responsiveness. The load balancer must support Secure Sockets Layer (SSL) termination, continuous health checks, and session persistence to ensure secure and consistent user experience.
7.	Router	The bidder shall provision, operate, and manage enterprise-grade network routing as part of the hosted service, ensuring secure, reliable, and high-performance connectivity for CBSL's applications and users. The routing solution must support advanced protocols, high throughput, redundancy, and seamless integration with the bidder's core network. All licenses, support, scalability, monitoring, and upgrades shall be managed by the bidder.
8.	WAN Switches	The bidder shall provision, operate, and manage high-performance WAN switching as part of the hosted service, supporting secure and reliable wide area network connectivity for CBSL's applications, CBSL's locations and users. The solution must include all necessary licenses, security features, monitoring, scalability, redundancy, and ongoing support, fully managed by the bidder.
9.	Network Micro Segmentation	The bidder shall ensure that the hosted network environment supports secure micro segmentation, enabling granular isolation and control of network traffic between application tiers and services. The bidder may use any suitable combination of switching, routing, and software-defined networking (SDN) technologies to achieve this, ensuring compliance with CBSL's security and regulatory requirements. The underlying network architecture (including spine-leaf, SDN controllers, etc.) is at the

S.NO.	Solution	Requirements
		discretion of the bidder, provided all performance, scalability, and security objectives are met.
10.	Network Management Services	The bidder shall deliver comprehensive network management services for the hosted environment, encompassing end-to-end management, monitoring, and optimization of all network infrastructure supporting application. Services must include LAN/WAN architecture, firewall and security management, VPN and remote access provisioning, network segmentation, and routing. The bidder is responsible for ensuring high availability, performance, and security through proactive monitoring, automated alerting, fault resolution, configuration and change management, and compliance with applicable standards. Seamless failover, scalability, and support for evolving business needs must be included as part of the managed service.
11.	Storage Connectivity	The bidder shall ensure secure, high-performance connectivity between compute and storage resources within the hosted environment. The bidder is responsible for all necessary storage networking infrastructure and protocols (e.g., SAN, NAS, or equivalent), ensuring seamless integration, scalability, redundancy, and compliance with CBSL's data protection and performance requirements.
12.	Virtualization, Containerization, OS & DB Platform	The bidder shall provision, operate, and manage all required virtualization, containerization, operating system, and database platforms as part of the hosted service. All necessary licenses, configurations, integrations, and ongoing maintenance required for the deployment and operation of CBSL's applications shall be included in the service. The bidder is responsible for ensuring compliance with all vendor terms, continuous patching, upgrades, and integration with CBSL's identity and access management as needed.

The bidder shall ensure that the hosted infrastructure is highly scalable and must proactively monitor resource utilization—including CPU, memory, storage, and network. When utilization of any resource reaches 60%, the bidder shall scale the infrastructure appropriately to prevent threshold breaches. Automated alerts and detailed monthly utilization reports must be shared with CBSL to ensure transparency and proactive capacity management. |
| 13. | Resources and Performance Monitoring System | The bidder shall provision and manage a centralized monitoring system to deliver real-time visibility into network health, performance, and security across the hosted infrastructure. The system must include a dedicated dashboard for real-time tracking, automated alerting, and detailed reporting, fully managed by the bidder. |
| 14. | Backup Solution | The bidder shall provision, operate, and manage a robust and scalable backup solution as part of the hosted service, ensuring |

S.NO.	Solution	Requirements
		data integrity, availability, and recoverability across all environments. The solution must support automated backup scheduling, secure storage, rapid restoration, and provide a centralized dashboard for monitoring backup status, success rates, and alerts. The bidder shall perform backups on a daily, weekly, fortnightly, and monthly basis, in accordance with CBSL's data retention and regulatory requirements. Restoration drills must be conducted at least once every six months, and each restoration test must verify that backup data is complete and in a readable format. Detailed logs and reports of all backup and restoration activities shall be maintained and made available to CBSL upon request.
15.	Internet Lease line / MPLS	The bidder shall provision, operate, and manage highly available, secure, and scalable Internet Leased Line (ILL) and MPLS connectivity as part of the hosted service, supporting enterprise-wide communication and data exchange. The service must include dual endpoint terminations, 24x7 monitoring, proactive fault detection, and SLA-backed performance guarantees. The bidder should also ensure the integration of CBSL applications hosted / deployed across all / multiple locations/cloud connectivity.
16.	Patch Management	The bidder shall provision and manage a comprehensive patch management solution as part of the hosted service, supporting multi-OS environments and automating patch deployment and remediation. The solution must include vulnerability scanning, customizable reporting, real-time alerts, centralized management, agent-based or agentless deployment, offline patching, and APIs for custom integrations.
17.	Disaster Recovery Site	The bidder shall ensure the availability of a fully managed Disaster Recovery (DR) site as part of the hosted service, to guarantee business continuity in the event of primary site failure. The DR site must support real-time data replication, automated failover, and periodic DR drills to validate readiness. Integration with centralized monitoring solution for replication status, system health, RPO, and RTO tracking is required. The DR setup must comply with all regulatory guidelines and meet CBSL's SLA commitment
18.	Disaster Recovery Site Hosting	The bidder shall provision and manage a secure, scalable private cloud environment dedicated to disaster recovery operations. The service must enable rapid failover, data replication, and recovery of critical workloads from the primary data center, with high availability, regulatory compliance, monitoring, automation, and support for seamless recovery and future scalability.
19.	DR Automation	The bidder shall provision, operate, and manage a disaster recovery automation platform as part of the hosted service, automating DR processes across critical IT systems. The tool must support orchestration of recovery workflows, real-time monitoring, integration with virtualization, storage, and backup

S.NO.	Solution	Requirements
		platforms, and enable rapid recovery, compliance with RTO/RPO, testing, reporting, and ongoing support.
20.	Incident Management (ITSM)	The bidder shall deliver a robust IT Service Management (ITSM) solution as part of the hosted service, enabling efficient incident management processes. The ITSM platform must support centralized logging, categorization, prioritization, and resolution of incidents across the hosted environment, with real-time tracking and reporting.
21.	Change Management	The bidder shall implement and operate a comprehensive change management process for the hosted environment, ensuring all changes are controlled, risk-assessed, approved through defined workflows, and tracked via a centralized dashboard. The bidder is responsible for maintaining audit trails and ensuring minimal disruption to CBSL's operations.
22.	Data Center Hosting	The bidder shall provision, operate, and manage a secure and scalable private cloud environment hosted within a dedicated data center. The service must support virtualization, containerization, storage, and network resources with centralized management and automation. High availability, data protection, regulatory compliance, seamless integration with CBSL's IT landscape and multi-location application, monitoring, support, and future scalability and disaster recovery must be included as part of the managed service.
23.	Data Security	The bidder shall implement robust data security controls across the hosted environment. Sensitive data displayed on frontend applications must be limited to essentials, using data masking and strong encryption standards (e.g., RSA, AES). For data at rest and in motion the bidder must support client-side encryption keys, Full Disk Encryption (FDE), and File-Based Encryption (FBE). All communications must be secured using HTTPS with valid certificates, and insecure protocols (e.g., FTP) must be avoided in favour of secure alternatives such as FTPS or SSH.
24.	Static Application Security Testing	The bidder shall ensure that all applications undergo automated Static Application Security Testing (SAST) as part of the CI/CD pipeline, to detect coding flaws and vulnerabilities. All identified issues must be remediated prior to deployment. The bidder shall maintain audit logs and share scan findings with CBSL to support compliance.
25.	Dynamic Application Security Testing	The bidder shall conduct Dynamic Application Security Testing (DAST) in staging or QA environments to identify runtime vulnerabilities. All findings must be risk-prioritized, remediated,

S.NO.	Solution	Requirements
		and re-tested for verification. Detailed reports shall be shared with CBSL for compliance and audit purposes.
26.	Firewall Deployment	The bidder shall deploy, operate, and manage a robust firewall architecture comprising separate firewalls for the internet-facing DMZ and the internal network environment, ensurng secure hosting and communication for customer-facing applications. The solution must include high-availability firewalls, integrated IDS/IPS for real-time threat detection and prevention, a Web Application Firewall (WAF) for protecting web applications against OWASP Top 10 vulnerabilities, and comprehensive lifecycle management, including rule configuration, policy updates, firmware upgrades, and incident response.
27.	SOC	The bidder shall ensure seamless integration of the hosted infrastructure with CBSL's existing Security Operations Center (SOC) solution, including Managed Detection and Response (MDR), Endpoint Detection and Response (EDR), and Security Information and Event Management (SIEM). The bidder shall support the SOC during integration and ongoing operations to ensure continuous monitoring and threat response.
28.	Compliance	The bidder shall identify, implement, and maintain all applicable compliance requirements for the hosted solution, including but not limited to SEBI's Cyber Security Compliance & Resilience Framework (CSCRF), Framework for Adoption of Cloud Services by SEBI Regulated Entities (REs) the Digital Personal Data Protection Act (DPDPA), and the Information Technology Act. Full regulatory adherence must be ensured throughout the solution's lifecycle.

3. **Activities to be undertaken by Bidder**

For implementation of front and mid office platforms, below mentioned approach shall be followed by the Bidder. The implementation shall consist of implementing proposed Front office broking solution (As defined in Annexure-3).

a. **Requirement Analysis**
   i. The bidder will conduct discovery and ideation sessions with CBSL users as a part of requirement gathering and design a solution taking these requirements into account ensuring the solution is adaptive and responsive to requirements which may arise in the future.
   ii. The bidder shall prepare a software requirement specification document post discussion with CBSL users. The proposed solution must comply with, but not be limited to the functional and technical requirements listed in Annexure 3
   iii. CBSL may add additional functionalities during the requirement gathering stage which has to be customized, parameterized, and implemented by the bidder at no additional cost.

iv. The bidder will be required to factor requisite cost for interfacing and integrating including any effort required for development & maintenance of API for integrating & interfacing the proposed applications with the identified interfaces as a part of implementation cost.

b. **System Design**
   i. The bidder shall design the proposed solution based on the identified requirements, data flows and methodologies.
   ii. The proposed solution shall integrate with all applications identified by CBSL ensuring it is highly responsive, easy to navigate and user friendly.

c. **Solution Delivery and Implementation**
   i. The bidder should follow a suitable SDLC methodology waterfall/iterative/Agile/ proprietary methodology, etc. as part of the bidder's response.
   ii. The methodology should address development, customization,Managed services and configuration services.
   iii. The bidder shall take full responsibility for end-to-end front and mid office solution delivery. The bidder shall design & deliver integrations between systems internal to CBSL and required External systems at no additional cost to CBSL before go-live

d. **Customization**
   i. The bidder should ensure that all the product level features which are available which CBSL has procured, apart from the functional and technical requirements mentioned in Annexure 3 of the RFP should be made available at no additional cost without any change request.
   ii. The bidder shall give a detailed documentation on the gaps and customization required –module-wise. The document should contain both the technical and the functional details along with the timeline of the customization required.
   iii. Customization done to the Solution to meet requirements should be pluggable to the solution, such that future release of the Solution should not have an impact to the customized modules.
   iv. CBSL may during the process of implementation (roll out), identify gaps that may not have come to light during gap analysis and the bidder must also undertake modification/customization of such gaps that may be brought to the notice of the bidder during project implementation. The bidder must carry out all such modifications, customization at no additional cost. The customization effort is to be estimated and included within the scope of the project by the bidder in their technical and commercial proposals. There mustn't be any charges to CBSL for all customizations, report creation/modifications till go live
   v. All the modifications/ customizations/enhancements should be performed with proper change management methodology with proper approval from respective business stake holders of CBSL in appropriate template format.

e. **Quality Assurance and Testing**
   i. The bidder shall be responsible for testing the solution and preparing test cases.

ii. The bidder must ensure the performance, stability, continuity, reliability, etc. remain intact throughout testing.

iii. The bidder will be responsible for conducting all the requisite tests, including but not limited to unit testing, load/stress testing, system performance testing, system integration testing, etc. and document all activities (e.g., testing automation scripts, root-cause analysis, bug fixes, troubleshooting measures, etc.) related to the different tests.

iv. Bidder should upload & test APK for mobile application for both iOS & Play Store on every change

v. The bidder must document all challenges observed during System Integration Testing (SIT) and must keep a record of all system dependencies for a system to work as a whole.

vi. CBSL users will conduct an end-to-end User Acceptance Testing (UAT) for all the proposed solutions. The bidder to coordinate and collaborate with business user for getting the UAT signoffs.

vii. The UAT process shall incorporate the below indicative stages, but not limited to:

   a) Test Strategy
   b) Test Planning and Preparation of Test Cases
   c) Test Data Set Up
   d) Testing (Performance & Load Testing)
   e) Reporting – Daily status report on UAT
   f) Review & Sign-off

f. **Go-Live**

   i. The bidder should deploy the solution in production environment provide hyper-care support and maintenance.

   ii. The bidder shall observe the user working patterns, provide support, training, and technical help, fix issues/bugs being discovered in this phase and guide the users for best practices -

   • Creation of deployment plan
   • Planning Go-live
   • Go-live
   • User training
   • Issue/bug fixing

g. **User Training**

   i. All the employees of CBSL who would be working on the new Front and mid office Broking platforms are required to be trained by the Bidder on the new application/solution during UAT deployment and till 3 Months after go live. The Bidder shall provide a detailed training methodology & schedule to CBSL for review and sign – off prior to commencement of the training. Bidder should conduct all trainings onsite in hybrid model. Onsite training should be conducted in CBSL premises/cluster/ zonal offices/ online during UAT deployment and till 3 Months after go live or whenever required. Bidder should be responsible of preparing the User Manual, Product fitment document (PFD), Business Requirement Document (BRD) and the System Requirements Specifications (SRS).

   ii. The training is to be provided by technically qualified person having at least 5 years of experience of working of the solution.

iii.   The bidder is also required to provide well documented training materials (e-learning material, guidebook, handouts, training manuals etc.) for different personnel involved in this process. And also develop content for CBSL to train personnel on an ongoing basis.

iv.   In case any customization is done in the solution during the contract period, the bidder is required to provide at least 1 day training for the same, without any extra cost to CBSL.

v.   The bidder is required to supply comprehensive documentation and training to the L1 team of CBSL, enabling them to proficiently manage the necessary support activities.

vi.   Training material at all point in time should be kept updated as per the latest customization and parameterization. The bidder also extends all required functional and technical support during the contract period required for adherence to scope and other terms of RFP.

h.   Sign-Off

i.   Before rollout, the bidder has to prepare and submit a comprehensive release note, including Information/Cybersecurity aspects, before moving the code to production. The format shall be finalized in consultation with CBSL.

ii.   A formal release meeting should be held with all the stakeholders including business department representatives. The benefits and implications of the release are to be discussed thoroughly in the meeting.

i.   Post Implementation

1) Stabilization

i.   The bidder is required to ensure the front and mid office broking platforms operates as intended and meets all functional and performance requirements.

ii.   Promptly address and resolve any defects or issues identified during this period.

iii.   The bidder to provide all necessary updates, maintenance, and support to maintain stable and reliable performance.

iv.   Monitor system health and performance and offer 24x7 support to ensure uninterrupted service.

2) Change Management

i.   The bidder is required to develop a change management methodology to ensure all application changes and technical changes are reviewed, tested, approved, implemented, and verified post implementation.

ii.   Any standard functionality available in the proposed solutions would not form part of the Change Request submitted by the bidder.

iii.   All change requests should be documented and should have a numerically assigned number in sequential order.

iv.   The bidder should set up Change Control Board.

v.   The bidder should prepare the approach document based on the discussions with the business department. A meeting should be held along with all the stakeholders including business for understanding and freezing the requirements.

vi. All change requests should be classified; approval and escalation mechanisms should be defined as per classification.

vii. The change request should ensure that an appropriate roll back mechanism is identified and tested if changes are not successful. All roll backs should be well documented.

viii. Considering the dynamic environment any functional/ system changes post go-live, whether regulatory or market driven, need to be implemented by the bidder in a time-bound manner as specified by CBSL to ensure that there is no regulatory violation or not meeting market expectation. Post successful go-live, system would be closely monitored by CBSL and observations if any shall be noted and communicated to the bidder.

ix. The detailed change request time & effort estimation methodology should be provided by the bidder. The bidder must quote the unit costs (man day & man month charges) for affecting the change requests.

x. This quote would be valid for the entire contract period of 5 (five) years and can be carried forward to the next renewal of contract as per CBSL's discretion. Please note that one man month equals 22 days.

3) Post Implementation Support (Application)

i. The bidder shall provide support and maintenance for 56 months as mentioned in the RFP document.

ii. Level 1 (L1), Level 2 (L2) and Level 3 (L3) support should be provided throughout the duration for the applications.

iii. The broad definition of Level 1 (L1), Level 2 (L2) and Level 3 (L3) support is defined as below, which would include the following, but not limited to-

Level 1 (L1)	This is the initial support level responsible for basic customer issues. • First point of interaction for registered end users • Addressing technical queries and providing required guidance to users on use of application • Handling User access related requests
Level 2 (L2)	This is a more in-depth technical support than L1 and therefore requires technicians who are more experienced and knowledgeable on the service. It would be involved in restoring services without changing the original design and codes from application developer. • Accepting escalations from L1 • Conducting detailed investigation using solution, scripts, configuration changes, data fixes • Guiding L1/end users on technical problem • Continuously coaching L1 Team for any change/update as a part of their Change Management process • Escalate and assign events, faults, issues, incidents, and problems to L3, where and application fix is required.
Level 3 (L3)	This is a more in-depth technical support which requires subject matter experts and are not involved in day-to-day operations. Their involvement arises out of escalation from L2 support or initiation of Change Request • Accept escalations from L2 and assist them in restoring services

	• Troubleshooting and Configuration related to architecture and design • Handling database related incidents • Create and provide patches and code fixes for Restoration of Services • Implement change requests and enhancements to application

4) Post Implementation Support (Infrastructure Managed service associated with front and mid office platforms)

i. Infrastructure Managed Service: The bidder shall deliver management associated with front and mid office platforms including monitoring, support of all IT infrastructure components including servers, storage, network devices, virtualization platforms, and cloud environments as part of the hosted service. All infrastructure associated with front and mid office platforms shall be provisioned, operated, and maintained by the bidder, with CBSL incurring costs on an OPEX/subscription basis.

ii. Service Levels and Operations: The bidder shall ensure high availability, performance optimization, security compliance, and proactive issue resolution across the hosted environment. The managed services must include:

- Clearly defined service-level agreements (SLAs)
- Regular reporting on performance, incidents, and compliance
- Comprehensive patch management and backup operations
- Provisions for seamless scalability, automation, and continuous improvement
- Ongoing monitoring, alerting, and rapid response to any infrastructure issues

All upgrades, maintenance, and compliance activities shall be the responsibility of the bidder ensuring CBSL's infrastructure remains secure, resilient, and aligned with regulatory requirements.

Monthly and Weekly Status Report submission by the Bidder as part of

Weekly status report shall contain progress of the Project implementation. The format of weekly status report shall be finalized in consultation with CBSL.

4. Project **Deliverables**

The indicative list of deliverables is as mentioned below:

SI	Milestone	Deliverable
1	Study of Business Processes and preparation of BRD / FSD preparation / Systems and Preparation of Control Specification	• Project Charter • Project Plan for carrying out the implementation. • Business Requirement Document • Technical Specification Documents

SI	Milestone	Deliverable
	Document for Front and mid office Broking platform	• Detailed level design of the proposed solution including Integration
2	Implementation Phase	• Report on Application Setup for mentioned Environments, their Configuration, Development, Customization and Reporting, Unit testing • Report on Integration Development, Unit Testing, SIT • Test plans, Test scenarios, comprehensive set of UAT Test Cases and sample test data • Training Material and Wiki Pages • Knowledge transfer to CBSL employees
3	On-going Deliverables	• Security Audit: The first VAPT for the proposed front and mid office platform and underlying infra by a CERT-In empaneled vendor for DC/DR/Pre- prod environment and submit the compliance report to CBSL before go-live. • The bidder shall define appropriate metrics for system performance, recovery, and business resumption, including compliance with the RTO and RPO as mentioned in the RFP. The bidder shall implement appropriate scorecard/ metrics/ methodology to measure IT performance and IT maturity level • SLA adherence report • Any other Regulatory & Statutory requirement from SEBI/any other regulatory/statutory organization • Ad-hoc query/Report support for business & operations

Date:

Place:

Signature with seal

Name:

Designation:

Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

Annexure 5-Bidder Profile

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

Sl. No.	Particulars	Details
1)	Name of the Bidder Firm/ Company	
2)	Constitution (Ltd./Pvt. Ltd./ Firm etc.)	
3)	Date of Incorporation and / or Commencement of business with supporting documents	
4)	Certificate of Incorporation Number (CIN)	
5)	Name of Brokers/PSU/Private where proposed solution is deployed for similar purpose	
6)	Address for Correspondence: Registered Office: Corporate Office:	
7)	Single Point of contact for this RFP Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to company)	
8)	PAN number GSTIN Beneficiary Bank Details Beneficiary Name Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	

9)	Details of certification	
10)	Total number of employees in the organization	
11)	Size of the implementation and support staff for the proposed services	

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date: Signature with seal
Place: Name:
                                              Designation:

Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

Annexure 6-Bidder Credentials

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Bidder Credentials. Bidder should specify at least 2 references in the below table.

Sr. No.	Particulars	Response
1	Assignment Name	
2	Location of the Assignment	
3	Name of Client	
4	Address	
5	Reference Contact Person	
6	Telephone Number (With STD Code), Mobile Number, Fax Number and	
7	Category of Client (Broking / Others- please specify)	
8	Project Scope	
9	Original Project Duration	
10	Start Date of the Project (Month & Year)	

11	Planned and Actual Completion Date of the Project (Month & Year)				
12	Delay (in months) and reason for delay				
13	Total No. of team members in the Assignment				
14	Name of Project Manager				
15	Name of the solution (s) implemented and versions				
16	Details of the solution (applicable for the proposed solution)	Module	Implemented (Yes / No)	Product Name / Version	Month / Year of Implementation
17	Narrative Description of Project with present				
18	Status/Result Whether the solution has been implemented enterprise wide or at department/office level.				
19	Number of branches/offices using the solution				
20	If the solution is being used by other group companies, then provide the name of the group companies				

21	Provide the number of active users and concurrent users separately	

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date: Signature with seal
Place: Name:
                                                   Designation:

Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

Annexure 7-Bidder Checklist

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

A. Pre-Bid Query

Sr. No.	Documents
1	Annexure 10- Pre-Bid Query Template
2	Annexure 20 – Authorization Letter Format

B. Pre-Qualification Criteria

Sr. No.	Documents
1	Annexure 7 –Bidder Checklist
2.	Annexure 2- Pre-Qualification Criteria
3.	Annexure 9 – Conforming Regulatory Sanctions
4.	Annexure-19 - Manufacturer / Authorized Distributor in India Authorization Form
5.	Earnest Money Deposit Confirmation
6.	Annexure-21 - Undertaking on non-disclosure
7.	Annexure 6 – Bidder credentials for proposed solutions
8.	Annexure 5 – Bidder Profile
9.	Annexure 20 – Authorization Letter Format

C. Technical Proposal Submission

Sr. No.	Documents
1.	Annexure 7 –Bidder Checklist
2.	Annexure 1- Bid Covering Letter

3.	Annexure 3 – Functional and Technical requirements
4.	Annexure 4 – Scope of work
5.	Annexure 8 – Implementation Schedule
6.	Annexure 11 – Team Profiles
7.	Annexure 12 - Undertaking of Information Security
8.	Annexure-28 - Infrastructure Sizing
9.	Annexure 13 – Bidder Partner Details
10.	Annexure 14 – Proposed Solution
11.	Annexure 26- Resource Requirement
12.	Annexure-16 – Escalation Matrix
13.	Annexure-17 - Undertaking from the Bidder
14.	Annexure 20 – Authorization Letter Format
15.	Annexure 15 – Performance Bank Guarantee
16.	Annexure 23 – Pre-Contract Integrity Pact
17.	Annexure 24 – Office Details
18.	Annexure 25 – EMD Refund
19.	Annexure 29 – Bank Guarantee for EMD
20.	Annexure 18 – Make in India Certificate
21.	Annexure 27 – Technical Evaluation Criteria
22.	Annexure 30 - Masked Commercials for Technical Bid

D. Commercial Bid Submission

Sr. No.	Documents
1.	Annexure 7 –Bidder Checklist
2.	Annexure 22 – Commercial Bill of Material
3.	Annexure 20 - Authorization Letter Format

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date: Signature with seal
Place: Name:
                                                                       Designation

Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

Annexure 8-Implementation Schedule

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Implementation Schedule.

Project Milestones	Duration	Start Date	End Date	Remarks
Project Kick-off and Implementation				
BRD				
Testing				
UAT				
Production Parallel Stable Run				
Go-Live				
Training				
Support				

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date: Signature with seal
Place: Name:
                                                         Designation:

Annexure 9-Conforming regulatory sanctions and/or accolades received from the regulators

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We hereby undertake that <Bidder's complete legal name as mentioned on Bid covering letter> has not been sanctioned by public sector organization, RBI, SEBI or any other Government agencies in India, during the last three years.

We have received the accolades from the regulators for providing cutting edge technology to Market Infrastructure players. Kindly provide the brief about the accolades, if any.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date: Signature with seal
Place: Name:
                                                                        Designation

If Bidder has any comments/ clarifications that Bidder expects to be responded are to be shared by the Bidder in the attached format.
It should be noted that pre-bid queries received only through the bidders will be addressed.

Queries to be shared strictly in Excel format

Sl. No.	Page No.	Section / Annexure	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query
1					
2					
3					
4					
5					
-					

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Team profiles.

Name	
Date of Birth	
Total Years of Experience	
Broking Domain Experience in Years	
Position held in current organization	
Proposed role in the project	
Previous Clients Handled	
Areas of expertise	
Brief profile	

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date: Signature with seal
Place: Name:
                                                                         Designation

Annexure 12-Undertaking of Information Security

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866

Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We hereby undertake that all software, platforms, and infrastructure components provided as part of the services under this agreement shall be free from malware, known vulnerabilities, and covert channels. This assurance applies to the current version of the application/service as well as any future updates, patches, or modifications delivered during the contract period

Date: Signature with seal
Place: Name:
                                                                            Designation

Annexure 13-Bidder Partner Details

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866

Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

Bidder/ OEM should provide the following details of their partner for providing solutions/services such as Front and mid office associated Infrastructure/ Network/Security as specified in RFP:

Sl. No	Particulars	Response
1	Name of the Partner	
2	Date of Incorporation	
3	Company Head Office Address	
4	Registered Office Address	
5	Contact Person Name, Designation and Address	
6	Telephone Number, Mobile Number and E-Mail Address	
7	Alternate Contact Person Name, Designation and Address	
8	Telephone Number, Mobile Number and E-Mail Address	
9	Total number of employee in the organization	
10	Details of standard performance benchmarking report for the proposed solution	
11	Product/ Solution Offered *(please fill the table below with details)*	
12	End of Sale period of the product offered	
13	End of Support period for the product offered	
14	List of Operating Systems supported (If any)	
15	Major Broking Clients in India	
16	List of Modules of Standard Product.	
17	List of Modules offered as a part of this RFP	
18	Whether Compliant to TLS 1.2 and above (if applicable)	
19	List of Interface Protocols the product supports	

| 20 | Message formats the product supports | |
| 21 | Attach Product data sheet | |

Service details of the product offered

Sl no	Services Offered by bidder partner	Remarks
1		
2		
3		
…		

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date: Signature with seal
Place: Name:
                                                         Designation

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We hereby confirm that <Bidder complete legal name as mentioned on Bid covering letter> will provide all the below mentioned and not limited to OEM and implement the scope of work as mentioned in the RFP.

#	Solution	Product Name	Proposed version and End of Life	Latest Version available	Solutions components	If SaaS based, then (shared services/dedicated Instance)
1						
2						
3						
4						

<u>Annexure 15-Performance Bank Guarantee</u>

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

To:

The General Manager Canara Bank Securities Ltd. 7th Floor, Maker Chamber III

Nariman Point, Mumbai 400 021.

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as "the CONTRACTOR") has undertaken Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL) ,acceptance testing and also includes documentation, stabilization, 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 favour, as per Clause 9 of Section F 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 company) having our Registered Office at, and local office at, India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE, WE (Name of the issuing Company) 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 Company), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs   (Rupees   ) an amount equivalent to 5% of the Contract Price plus GST 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 of 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 one year extendable to six 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 and 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 upto   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 Mumbai 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 Company.

Dated this   day of 2025.

For and on behalf of BRANCH MANAGER SEAL ADDRESS PLACE

Annexure 16-Escalation metrices

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We hereby confirm that <Bidder complete legal name as mentioned on Bid covering letter> will provide all the below mentioned and not limited to OEM and implement the scope of work as mentioned in the RFP. Please find below the escalation matrix:

Escalation Level	Name	Designation	Office Address	Mobile Number	E-mail ID
Level-1					
Level-2					
Level-3					
Level-4					
Please add….					

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date: Signature with seal
Place: Name:
                                                                                  Designation

Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

Annexure 17-Undertaking Letter

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

1. We also confirm that we have quoted the services with GST only.

2. We also confirm that in case of invocation of any Bank Guarantees submitted to the Company, we will pay applicable GST on Bank Guarantee amount.

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

4. We hereby confirm to undertake the ownership of the subject RFP even in case third party is also involved in project execution either fully or partially.

5. We also confirm that we have not changed the format of BOM.

Date: Signature with seal
Place: Name:
                                                                          Designation

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Annexure 18-Make in India Certificate

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866

Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front &
        Mid office Broking platform (Trading application, Order Management System, Risk
        Management System) along with Associated Infra, Network and Security for the
        Platform Under Opex model with Managed Services for Application, Infra, Network and
        Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

Dear Sir/Madam,

(To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.)

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 19.07.2024 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against CBSL Tender No…………………………….. dated…………………. We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows: _____.

2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.

3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

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

Annexure 19-Manufacturer Authorization Form

[Should be submitted on the letterhead of the OEM/OSO/OSD and signed by an Authorized Signatory of the OEM/OSO/OSD]

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in
Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We _____who are established and reputed manufacturers of _____having factories/development facilities at 1)_____and 2)_____do hereby authorize M/s_____(Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation

We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and stabilization as per the terms and conditions of the RFP and the contract for the solution, products/equipment, and services offered against this invitation for RFP offer by the above firm. We will ensure continued technical support, updates, and availability of necessary components (including processors) for the duration of the contract period, starting from the date of service commencement or installation, as applicable under the Opex model.

We also confirm that all product updates (including management software updates and new product feature releases) will be made available by M/s …….. for all products and services provided to the Company during the contract period. In case M/s …………. fails to provide the updates within 30 days of release/announcement, we commit to providing the same directly to the Company at no additional cost and will ensure installation of updates and new software releases at the Company's premises or via remote support, as applicable.

We confirm that the proposed solution offered by the bidder to the Company is correct, viable, and technically feasible for implementation under the Opex model, and will function seamlessly across all designated locations. We also confirm that all equipment and services offered are not "End of Life" during the next One Year and will remain under "Support" for the entire contract period.

We hereby commit to the RFP terms and conditions and will not withdraw our commitments during the evaluation process or the contract period.

Yours faithfully

(Name)
For and on behalf of M/s

Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

Annexure 20-Authorization Letter Format

(To be presented by the authorized person at the time of pre-bid meeting, opening of bids Part-A, Part-B and Part-C on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

This has reference to your above RFP.

Mr./Miss/Mrs._____is hereby authorized to attend the bid opening of the above RFP on_____on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

NOTE: This Authorization letter is to be carried in person at the time of Pre-bid meeting and Bid Opening

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Annexure 21-Non-Disclosure Agreement

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

Reference No: Date:

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

WHEREAS, we, having, Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to the formalities of deliverables as per timelines mentioned in the RFP for each ordered locations to Canara Bank Securities Ltd, having its office at 7th Floor, Maker Chamber III, Nariman Point, Mumbai 400 021, hereinafter referred to as the COMPANY and,

WHEREAS, the Bidder understands that the information regarding the Company's IT Infrastructure shared by the COMPANY in their Request for Proposal is confidential and/or proprietary to the COMPANY, and

WHEREAS, the Bidder understands that in the course of submission of the offer for the subject RFP and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Company properties and/or have access to certain plans, documents, approvals or information of the COMPANY; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the COMPANY to grant the Bidder specific access to the COMPANY's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the COMPANY, unless the Bidder has first obtained the COMPANY's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the COMPANY or, prepared or produced by the Bidder for the purpose of submitting the offer to the COMPANY for the said solution, will not be disclosed during or subsequent to submission of the offer to the COMPANY, to anyone outside the COMPANY.

The Bidder shall not, without the COMPANY's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the COMPANY in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the COMPANY and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date: Signature with seal

                                     Name:

                                     Designation:

Annexure 22-Bill of Material

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

For Bill of Material Draft Click Here

Undertaking

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

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

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

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

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

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

(This has to be submitted in the non-judicial Stamp Paper)

Reference No: Date:
The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front &
Mid office Broking platform (Trading application, Order Management System, Risk
Management System) along with Associated Infra, Network and Security for the
Platform Under Opex model with Managed Services for Application, Infra, Network and
Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

1. **GENERAL**

   1.1. This pre-bid contract Agreement (herein after called the Integrity Pact) is made on-
   _____ day of the month_____ 20_____ , between, the Canara Bank Securities Ltd,
   having its Head office at 7th Floor, Maker Chamber III, Nariman Point, Mumbai 400 021
   (hereinafter referred to as BUYER which expression shall include its successors and
   assigns) acting through Shri_____ , _____,
   The General Manager, Canara Bank Securities Ltd. 7th Floor, Maker Chamber III Nariman
   Point, Mumbai 400 021, of the BUYER, of the FIRST PART

   AND

   M/s._____   represented   by   Shri   _____Chief   Executive
   Officer/Authorised Signatory (hereinafter called the "BIDDER/SELLER/CONTRACTOR/",
   which expression shall mean and include, unless the context otherwise requires, his
   successors and permitted assigns), of the SECOND PART

   WHEREAS the BUYER proposes to select a _____
   _____ and   the
   BIDDER/SELLER/CONTRACTOR/ is willing to offer/has offered the stores/services and

   1.2. WHEREAS   the   BIDDER/SELLER/CONTRACTOR/   is   a   private   company/   public
   company/Government undertaking/ partnership/ LLP/registered export agency/, duly
   constituted   in   accordance   with   the   relevant   law   governing   its
   formation/incorporation/constitution and the BUYER is incorporated under the provisions
   of Companies Act 1956 which is now Companies Act 2013.

   1.3. WHERAS the BIDDER/SELLER/CONTRACTOR/ has clearly understood that the signing of this
   agreement is an essential pre-requisite for participation in the bidding process in respect

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of Stores/Equipment/items/Services proposed to be procured by the BUYER and also understood that this agreement would be effective from the stage of invitation of bids till the complete execution of the agreement and beyond, the breach of this agreement detected or found at any stage of the procurement process shall result into rejection of the bid and cancellation of contract rendering BIDDER/SELLER/CONTRACTOR/ liable for damages and replacement costs incurred by the BUYER.

2. NOW, THEREFORE, the BUYER and the BIDDER/SELLER/CONTRACTOR/ agree to enter into this pre-contract integrity agreement, hereinafter referred to as Integrity Pact, which shall form part and parcel of RFP as also the contract agreement if contracted with BIDDER, in the event that the BIDDER turns out to be successful bidder, and it is intended through this agreement to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-

   2.1. Enabling the BUYER to obtain the desired Stores/Equipment/Work/Service/Materials at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

   2.2. Enabling BIDDER/SELLER/CONTRACTOR// to refrain from bribing or indulging in any corrupt practices in order to secure the contract, by providing assurance to them that the BUYER shall not be influenced in any way by the bribery or corrupt practices emanating from or resorted to by their competitors and that all procurements shall be free from any blemish or stain of corruption and the BUYER stays committed to prevent corruption, in any form, by its officials by following transparent procedures.

   The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

3. **COMMITMENTS OF THE BUYER**

   The BUYER commits itself to the following: -

   3.1. The BUYER represents that all officials of the BUYER, connected whether directly or indirectly with the procurement process are duty bound by rules and regulations governing their service terms and conditions not to demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER/SELLER/CONTRACTOR/ either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

   3.2. The BUYER will, during the pre-contract stage, treat all BIDDERS/SELLERS/CONTRACTORS/S alike, and will provide to all BIDDERS/SELLERS/CONTRACTORS/S the same information and will not provide any such information to any particular BIDDER/SELLER/CONTRACTOR/ which could afford an advantage to that particular BIDDER/SELLER/CONTRACTOR/ in comparison to the other BIDDER/SELLER/CONTRACTOR/S.

   3.3. The BUYER shall report to the appropriate Government Regulators/Authorities any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach, as and when the same is considered necessary to comply with the law in force in this regard.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER/SELLER/CONTRACTOR/ to the BUYER with the full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall he debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled.

4. **COMMITMENTS OF BIDDER/SELLER/CONTRACTORS** The BIDDER/SELLER/CONTRACTOR/ commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-The BIDDER/SELLER/CONTRACTOR/ will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the biding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

   4.1. The BIDDER/SELLER/CONTRACTOR/ further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise for procuring the Contract or for forbearing to do or for having done any act in relation to the obtaining or execution of the contract or any other contract with the BUYER or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the BUYER.

   4.2. The BIDDER/SELLER/CONTRACTOR/ further confirms and declares to the BUYER that the BIDDER/SELLER/CONTRACTOR/ is the original Manufacturer/Integrator/Authorized government sponsored export entity of the stores/Authorised having necessary authorizations, intellectual property rights and approvals from the intellectual property right owners of such materials/services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER/SELLER/CONTRACTOR/, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

   4.3. The BIDDER/SELLER/CONTRACTOR/, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

   4.4. The BIDDER/SELLER/CONTRACTOR/ will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

   4.5. The BIDDER/SELLER/CONTRACTOR/ will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities emanating from other competitors or from anyone else.

4.6. The BIDDER/SELLER/CONTRACTOR/ shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER/SELLER/CONTRACTOR/ also undertakes to exercise due and adequate care lest any such information is divulged.

4.7. The BIDDER/SELLER/CONTRACTOR/ commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

4.8. The BIDDER/SELLER/CONTRACTOR/ shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

5. PREVIOUS TRANSGRESSION

5.1. The BIDDER/SELLER/CONTRACTOR/ declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Bank, Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

5.2. If the BIDDER/SELLER/CONTRACTOR/ makes incorrect statement on this subject, BIDDER/SELLER/CONTRACTOR/ can be disqualified from the tender/bid process or the contract, if already awarded, can be terminated for such reason.

6. EARNEST MONEY (SECURITY DEPOSIT)

6.1. Every BIDDER/SELLER/CONTRACTOR/ while submitting commercial bid, shall deposit an amount as specified in RFP/Tender Documents as Earnest Money/Security, Deposit, with the BUYER through any of the instruments as detailed in the tender documents.

6.2. The Earnest Money/Security Deposit shall be valid for a period till the complete conclusion of the contractual obligations or for such period as mentioned in RFP/Contract, including stabilization period, whichever is later to the complete satisfaction of BUYER.

6.3. In the case of successful BIDDER/SELLER/CONTRACTOR/, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.4. No interest shall be payable by the BUYER to the BIDDER/SELLER/CONTRACTOR/ on Earnest Money/Security Deposit for the period of its currency.

7. SANCTIONS FOR VIOLATIONS

7.1. Any breach of the provisions herein contained by the BIDDER/SELLER /CONTRACTOR/ or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER/SELLER/CONTRACTOR/ shall entitle the BUYER to take all or any one of the following actions, wherever required: -

7.1.1   To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER/SELLER/CONTRACTOR/. However, the proceedings with the other BIDDER/SELLER/CONTRACTOR/(s) would continue.

7.1.2   To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.

7.1.3   To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER/SELLER/CONTRACTOR/.

7.1.4   To recover all sums already paid by the BUYER, and in case of the Indian BIDDER/SELLER/CONTRACTOR/ with interest thereon at 2% higher than the prevailing Prime Lending Rate of (Name of the Company/Financial Institution) while in case of a BIDDER/SELLER/CONTRACTOR/ from a country other than India with Interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER/SELLER /CONTRACTOR from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest. The BUYER shall also be entitled to recover the replacement costs from BIDDER/SELLER/CONTRACTOR/.

7.1.5   To encash the advance bank guarantee and performance bond/stabilization bond, if furnished by the BIDDER/SELLER/CONTRACTOR/, in order to recover the payments, already made by the BUYER, along with interest.

7.1.6   To cancel all or any other contracts with the BIDDER /SELLER/CONTRACTOR/ and the BIDDER/SELLER /CONTRACTOR/ shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/CONTRACTOR/.

7.1.7   To debar the BIDDER/SELLER/CONTRACTOR/ from participating in future bidding processes of the BUYER for a minimum period of five years, which may be further extended at the discretion of the BUYER.

7.1.8   To recover all sums paid in violation of this Pact by BIDDER/SELLER/CONTRACTOR/(s) to any middlemen or agent or broker with a view to securing the contract.

7.1.9   In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER/SELLER/CONTRACTOR/, the same shall not be opened.

7.1.10 Forfeiture of The Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

7.1.11 The BIDDER/SELLER/CONTRACTOR/ shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/SELLER/CONTRACTOR/. The BIDDER/SELLER/ CONTRACTOR shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/CONTRACTOR/.

7.2. The BUYER will be entitled to take all or any of the actions mentioned at para 7.1 (i) to (xi) of this Pact, also in the event of commission by the BIDDER/ SELLER/CONTRACTOR/ or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined In Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

7.3. The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER/SELLER/ CONTRACTOR shall be final and conclusive on the BIDDER/SELLER /CONTRACTOR. However, the BIDDER/SELLER/ CONTRACTOR/ can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

8. FALL CLAUSE

The BIDDER/SELLER/CONTRACTOR/ undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Broker or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/ to any other Broker or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/ to the BUYER, if the contract has already been concluded.

9. INDEPENDENT EXTERNAL MONITORS

9.1. The BUYER has appointed two Independent External Monitors (hereinafter referred to as Monitors) for this Pact in accordance with the recommendations and guidelines issued by Central Vigilance Commission.

9.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

9.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

9.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitors shall on receipt of any complaint arising out of tendering process jointly examine such complaint, look into the records while conducting the investigation and submit their joint recommendations and views to the Management and Chief Executive of the BUYER. The MONITORS may also send their report directly to the CVO and the commission, in case of suspicion of serious irregularities.

9.5. As soon as any event or incident of violation of this Pact is noticed by Monitors, or Monitors have reason to believe, a violation of this Pact, they will so inform the Management of the BUYER.

9.6. The BIDDER(s) accepts that the Monitors have the right to access without restriction to all Project /Procurement documentation of the BUYER including that provided by the BIDDER/SELLER/CONTRACTOR/. The BIDDER/SELLER/CONTRACTOR/ will also grant the Monitors, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his documentation pertaining to the project for which the RFP/Tender is being /has been submitted by BIDDER/SELLER/CONTRACTOR/. The same is

applicable to Subcontractors. The Monitors shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractors () with confidentiality.

9.7. The BUYER will provide to the Monitors sufficient information about all meetings among the parties related to the Project provided such meetings could have an Impact on the contractual relations between the parties. The parties may offer to the Monitors the option to participate in such meetings.

9.8. The Monitors will submit a written report to the BUYER at the earliest from the date of reference or intimation to him by the BUYER/BIDDER/SELLER/CONTRACTOR/ and submit proposals for correcting problematic situations.

10. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER/SELLER/CONTRACTOR/ and the BIDDER/SELLER/CONTRACTOR/ shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination.

11. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law and the place of jurisdiction is Mumbai.

12. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the any other law in force relating to any civil or criminal proceedings.

13. VALIDITY

13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 3 years or such longer period as mentioned in RFP/Contract or the complete execution of the contract to the satisfaction of the BUYER whichever is later. In case BIDDER/SELLER/CONTRACTOR/ is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact on....................[Insert Date].

BUYER
Name of the Officer
Designation
Canara Bank Securities Limited
Place: _____*

BIDDER
Authorized   Signatory/PoA   Holder
Designation: _____

Place: _____*

Witness:
1)

2)

Witness:
1)

2)

Buyer and Seller to mention their respective place of execution.

Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

Annexure 24-Office Details

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

Sl. No.	Name of the Office	Address and Telephone No's	E-mail ID of office
1.	Bengaluru		
2.	Mumbai		
3.	Others (specify)		

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date: Signature with seal
Place: Name:
                                                                     Designation

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Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

Annexure 25-EMD Refund

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

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

We (Company Name) had participated in the Request for Proposal (RFP) for Selection of partner for Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

Details of EMD submitted are as follows:

Sl. No.	Bidder Name	BG/DD/NEFT/RTGS Ref No.	Drawn on Bank Name	Date of BG/DD/NEFT/RTGS	Amount in Rupees

Bank details to which the EMD amount to be returned via NEFT/RTGS are as follows:

Account Title/Name	
Account Number	
IFSC Code	
Account Type	
Name of the Bank with Branch Address	

Declaration:

1. We here by note that the EMD submitted will be returned as per the terms and conditions of the RFP.

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2. We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us Company is not liable under any circumstances.

Date: Signature with seal

                                                 Name:

                                                 Designation:

Annexure 26-Resource Requirement

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866

Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, installation, implementation, maintenance and managed services for end-to-end front & mid office broking platform (trading application, order management system, risk management system) along with associated infra, network and security for the platform under opex model for M/s CANARA BANK SECURITIES LIMITED (CBSL)

We hereby confirm that <Bidder complete legal name as mentioned on Bid covering letter> will provide all permanent staff on our payroll to Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL) for <proposed solutions by the bidder/OEM> and will adhere to the terms and conditions as per the RFP document.

The resource type shall be decided in consultation with CBSL

We will provide all these resources at onsite with experienced as mentioned below apart from other resources but not limited to:

Phases	Resource Type	Min Resource Count (Onsite)
Implementation Phase	Project Manager	1
	Tech Lead	1
Post Implementation Phase	L1 Support	1
	Technical Project Manager cum Support Manager	1

Below is the resource profile as filled in the table below

Sl. No.	Resource Type	Experience	Implementation count	Stabilization count	Support Count					Compliance (Yes/No)
					Y1	Y2	Y3	Y4	Y5	
1	Program Manager	8+ years of experience in IT/Financial experience of handling projects as a project/program manager								
2	Front office Application Lead	He / She should have an experience of at least 10+ years or above in application development. At least 5 years of experience as a Lead Manager for development in large scale projects.								

Date: Signature with seal

                                        Name:

                                        Designation:

Annexure 27-Technical Evaluation Criteria

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

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

RFP No: 01/2025-26 dated 09/10/2025

Company will evaluate the technical proposals of all eligible Bidders based on the documents submitted for the below mentioned criteria:

Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
1.	The Bidder must demonstrate successful implementation of the proposed solution in at least two (2) Broking Firms in India as on the release date of this RFP. Of these, at least one (1) engagement shall be a fresh implementation (i.e. a new deployment completed and operationalized during the last two-year period as on the release date of this RFP).	Number of fresh implementations: a) 1 implementation- 5 Marks or b)2 implementations- 7 Marks or c) 3 implementations- 9 Marks or d)More than 3 fresh implementations-10 Marks	10	The bidder has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter/ email reference from the Concerned Organization.
2.	The Bidder must have implemented and ensured	a) Upto 5 Implementations: 5 Marks	10	

	continuity of services for a minimum period of four (4) years in any Broking Firm in India or must demonstrate that the Purchase Order (PO) for the proposed solution has been served for a duration of four (4) years or more.	b) 6 To 10 Implementations: 8 Marks c) More Than 10 Implementations: 10 Marks (PO submitted for part Sr. No "1" cannot be submitted for part Sr. No. 2		
3.	Techno-Functional Requirement Fulfilment	Please refer to [Annexure 03](#) for further details	40	
4	Bidder's Presentation/ Demonstration		25	Presentation and demo of the proposed solution as per the schedule provided by CBSL.
5	Customer Reference Check	2 reference check with 5 marks each	10	CBSL will discuss with the bidder and do reference client checks as mentioned in [Annexure-06](#)
6	**Bidder's company profile**	1) The Bidder's Annual turnover in the last one year (2024-2025) • >7.5 crore <=10 crore – **Score of 2.5** • More than 10 crore **- Score of 5**	5	1) Certified copies of Audited Financial Statements for the financial year 2024-25 And Certificate from Bidder's Statutory Auditors in original providing turnover details for the financial year 2024-25. 2) Document Proof Attached (PO issued for first implementation of the broking solution).
		Total Maximum Marks	**100**	

Note: The bidder should score minimum 70% of marks out of 100 marks for qualifying under Technical Evaluation. The bidders qualified under Technical Evaluation will be eligible for commercial opening**.**

Annexure 28-Infrastructure Sizing details

The Bidder is expected to provide infrastructure sizing in Annexure 28- Infrastructure Sizing

For Infrastructure Sizing Document [Click Here](#)

Canara Bank Securities Ltd
A Wholly Owned Subsidiary Of Canara Bank

Annexure 29- Bank Guarantee Format for Earnest Money Deposit

Reference No: Date:

The General Manager,
Canara Bank Securities Ltd. 7th Floor, Maker Chamber III
Nariman Point, Mumbai 400 021
Tel - 022-43603823, 022-43603822, 022-43603866
Email: cbsltender@canmoney.in

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 _____2025

(SIGNATURE & SEAL OF THE BANK)

Annexure 30-Masked Bill of Material

Reference No: Date:

The General Manager,

Canara Bank Securities Ltd. 7th Floor, Maker Chamber III

Nariman Point, Mumbai 400 021

Tel - 022-43603823, 022-43603822, 022-43603866

Email: cbsltender@canmoney.in

Dear Sir,

SUB: Supply, Installation, Implementation, Maintenance for services for End-to-End Front & Mid office Broking platform (Trading application, Order Management System, Risk Management System) along with Associated Infra, Network and Security for the Platform Under Opex model with Managed Services for Application, Infra, Network and Security for M/S Canara Bank Securities Limited (CBSL)

Bidder is requested to provide the Masked Commercial Bid for the proposed solution as attached in the link below.

a)   Bidder to provide YES for the respective item, if quoted in Annexure 22 – Commercial Bill of Material.

b)   In case of any mismatch between unpriced commercial offer/Bid (Bill of Material) of PART-B and Commercial Bid (Bill of Material) of PART-C, then Commercial Bid (Bill of Material) of PART- C will be considered.

For Masked Bill of Material Click Here

Date: Signature with seal

                                                               Name:

                                                               Designation:

Annexure 31-Volumetrics/ Current Business Projections

Business Data

The below table gives a view of the current business volume/value.

Metrics	Current Volume/Value
Per Day Trade Count	1,00,000 order or 3 lakh trades per day