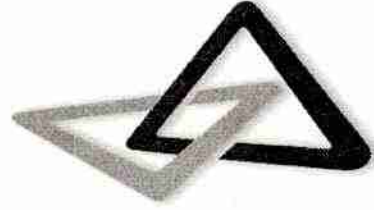


**केनरा बैंक**  
**Canara Bank**

A Government of India Undertaking

|| Finance Syndicate ||



**Together We Can**

**EXPRESSION OF INTEREST**

**FOR**

**EMPANELMENT OF STANDARDISATION TESTING AND QUALITY CERTIFICATION (STQC)  
DIRECTORATE EMPANELLED LABORATORIES TO PROVIDE END TO END SERVICES TO  
CARRY OUT WEBSITE QUALITY CERTIFICATION**

**Issued by: Canara Bank,  
Centralized Procurement & Vendor Management Vertical,  
Technology Services Wing,  
1st Floor, Naveen Complex,  
14, M G Road,  
Bengaluru - 560 001  
Email: [dittenders@canarabank.com](mailto:dittenders@canarabank.com)  
Phone No: 080-25550127 Extension- 211/225/474**

**Bid Details in Brief Description**

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 04/2025-26 dated 06/01/2026
2.	Name of the Wing	Technology Services Wing
3.	Brief Description of the EOI	Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.
4.	Bank's Address for - Communication and Submission of Tender	Deputy General Manager Canara Bank, Centralized Procurement & Vendor Management Vertical, Technology Services Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001  Senior Manager, Centralized Procurement & Vendor Management Vertical, Technology Services Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru - 560 001 Tel - 080-25550127 Fax- 080-25596539 Email: dittenders@canarabank.com
5.	Date of Issue of EOI	06/01/2026, Tuesday
6.	Tender Fee (Non-Refundable)	Rs. 5,000/-
7.	Earnest Money Deposit (Refundable)	Rs.10,000/-
8.	Last Date and Time for Submission of Queries for Pre-Bid Meeting	16/01/2026, Friday, 5.00 PM
9.	Date of Pre-Bid Meeting	19/01/2026, Monday, 4.00 PM
10.	Last Date and Time for Submission of Bids	09/02/2026, Monday up to 3.00 PM
11.	Date of Opening of Bid	09/02/2026, Monday at 3.30 PM
12.	Location of Tender Box for submission of EOI	Canara Bank, Centralized Procurement & Vendor Management Vertical, Technology Services Wing, 1st Floor, Naveen Complex, 14, MG Road,



		Bengaluru -560 001
13.	Venue for Prebid Meeting and Bid Opening	<p>Pre-bid meeting will be held on 19/01/2026, Monday, 4.00 PM</p> <p>Venue: Pre-Bid meeting will be held Online (through Microsoft Teams) and participants are requested to attend the meeting Online. Those who are interested in participating the pre bid meeting should share the scanned copy of authorization and Valid ID Card of the participant by email to <a href="mailto:dittenders@canarabank.com">dittenders@canarabank.com</a>. (Physical copy should be submitted at later date)</p> <p>Upon perusal of the same the link / meeting id will be shared to the participant to participate in the meeting (Microsoft Teams).</p> <p>Pre-bid Queries should be sent to E-mail <a href="mailto:dittenders@canarabank.com">dittenders@canarabank.com</a> and must reach us on or before 16/01/2026, Friday, 5.00 PM. Subject of the email should be given as "Pre Bid Queries for EOI 04/2025-26 dated 06/01/2026 - Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification". Queries reaching afterwards will not be entertained.</p>
<p>This document can be downloaded from following websites <a href="https://www.canarabank.bank.in/pages/expression-of-interest">https://www.canarabank.bank.in/pages/expression-of-interest</a></p> <p>Any amendments, modifications, Pre-bid replies and any communication etc., will be uploaded in the Bank's website only (i.e., <a href="https://www.canarabank.bank.in/pages/expression-of-interest">https://www.canarabank.bank.in/pages/expression-of-interest</a>).</p> <p>No individual communication will be sent to the bidders.</p>		





**Disclaimer**

The information contained in this Expression of Interest ("EOI") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided. This EOI document is not an agreement and is not an offer or invitation by Canara Bank 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 EOI is to provide the Bidders with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each Bidder require. 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 EOI. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI. The information contained in the EOI document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the EOI document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this EOI and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website <https://www.canarabank.bank.in/pages/expression-of-interest> and it will become part and parcel of EOI.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI. Canara Bank reserves the right to reject any or all the expression of interest / proposals received in response to this EOI document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

No person of the Bank or the Contractors, vendors and third parties shall violate the Social Media Policy of the Bank. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time and any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures on the part of personnel of the Bank or Contractors, Vendors and third parties shall be construed as violation of Social Media Policy



Abbreviations used in this Document

Sl. No.	Abbreviation	Expansion
1.	BG	Bank Guarantee
2.	BIS	Bureau of Indian Standards
3.	CVC	Central Vigilance Commission
4.	DD	Demand Draft
5.	DEPwD	Department of Empowerment of Persons with Disabilities
6.	EMD	Earnest Money Deposit
7.	EOI	Expression Of Interest
8.	GIGW	Guidelines for Indian Government Websites
9.	GOI	Government of India
10.	GST	Goods and Service Tax
11.	HO	Head Office
12.	IRDA	Insurance Regulatory and Development Authority
13.	IT	Information Technology
14.	KYC	Know Your Customer
15.	LD	Liquidated Damage
16.	LLP	Limited Liability Partnership
17.	MIS	Management Information System
18.	MSEs	Micro & Small Enterprises
19.	NEFT	National Electronic Funds Transfer
20.	NI Act	Negotiable Instruments Act
21.	NPA	Non-Performing Assets
22.	OCC	Open Cash Credit
23.	OD	Overdraft
24.	OEM	Original Equipment Manufacturer
25.	PAN	Permanent Account Number
26.	PSU	Public Sector Undertaking
27.	RFP	Request for Proposal
28.	RFQ	Request for Quotation
29.	STQC	Standardisation Testing and Quality Certification
30.	UDIN	Unique Document Identification Number





Sl. No.	Abbreviation	Expansion
31.	WCAG	Web Content Accessibility Guidelines

**LIST OF CONTENTS**

Sl. No.	Details	Sl. No.	Details
1.	About Canara Bank	17.	Erasures or Alterations
2.	Definitions	18.	Evaluation of EOI
3.	About EOI	19.	Clarifications of Offers
4.	Objective	20.	Modification/Cancellation of EOI
5.	Eligibility Criteria	21.	Conflict of Interest
6.	Scope of Empanelment	22.	Responsibility for Completeness
7.	Empanelment Procedure	23.	Intimation to successful Bidders
8.	Duration of Empanelment	24.	Issuance of limited RFP/RFQ
9.	De-empanelment of Bidders	25.	General Terms & Conditions
10.	Clarification to the EOI and Pre-Bid Queries	26.	Corrupt & Fraudulent Practices
11.	Pre bid Meeting	27.	Subcontracting
12.	Amendment to EOI	28.	Social Media Policy
13.	Preparation of Bids	29.	Independent External Monitors
14.	Tender Fee & Earnest Money Deposit	30.	Exemptions for Micro & Small Enterprises [MSEs] & Start-Up
15.	Submission of Bids		
16.	Bid Opening		

Sl. No	Annexures
1)	Checklist
2)	Bid Covering Letter Format
3)	Qualification Criteria
4)	Applicant's Profile
5)	Authorization Letter Format
6)	List of major customers and References
7)	Office Details
8)	Compliance Statement
9)	Scope of Work
10)	Tender Fee & Bid Security Declaration
11)	Escalation Matrix
12)	Non-Disclosure Agreement



13)	Make in India Certificate
14)	Letter to return EMD
15)	Undertaking for Not Being NPA



**SUB: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

**1. About Canara Bank**

- 1.1. CANARA BANK is one of the largest Public Sector Banks owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Centralized Procurement & Vendor Management Vertical, Technology Services Wing, located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. The Bank is having pan India presence of more than 10042 branches, 26 Circle offices and 177 Regional Offices situated across the States. The Bank also has offices abroad in London, Dubai, and New York.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

**2. Definitions:**

- 2.1. Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.
- 2.2. 'EOI' means Expression of Interest for "Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification."
- 2.3. The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.
- 2.4. 'Contract' means the agreement signed/ Terms & conditions accepted by empaneled bidder(s) and the Bank at the conclusion of empanelment process, wherever required.
- 2.5. 'Proposal' means that Technical/ Eligibility proposal including all documents submitted by the bidder as per the formats prescribed in the EOI.

**3. About EOI**

- 3.1. Bank intends to empanel Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification, who can provide suitable and appropriate services to the Bank.
- 3.2. The EOI document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to compliance to selection process and appropriate documentation being agreed between the bank and selected vendors as identified by the bank after completion of the selection process.





**4. Objective:**

- 4.1. Canara Bank invites application from reputed Bidders to submit their "Expression of Interest" who fulfills the eligibility criteria as given in Annexure-3 for empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.
- 4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in providing similar services may respond.

**5. Eligibility Criteria**

- 5.1. Interested bidders, who are capable to provide end to end Services to carry out Website Quality Certification, mentioned in the present EOI document and meet the Eligibility Criteria as per Annexure-3, may respond.
- 5.2. Non-compliance to any of the eligibility criteria would result in outright rejection of the bidder's proposal. The bidder is expected to provide proof for each of the points for eligibility criteria evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted in compliance with Qualification Criteria". Any credential detail mentioned in "Qualification Criteria" not accompanied by relevant proof documents will not be considered for evaluation.
- 5.3. Canara Bank, reserves the right to verify/evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

**6. Scope of Empanelment:**

- 6.1. Bank will float limited tenders amongst the qualified empaneled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and detailed scope of work. Such limited tenders shall be floated by Bank.
- 6.2. Bidder who is interested in participating in this EOI must fulfil the eligibility criteria mentioned in the document and also be in a position to comply with the Bank's requirement.
- 6.3. The bidder must also agree to all our terms & conditions mentioned under this EOI.
- 6.4. Bank will not accept any deviations from the terms and conditions specified in the tender. Deviations may result in disqualification of the offer made by the vendor.
- 6.5. Performance of the agency:
  - 6.5.1. The empaneled vendor shall deliver and perform services in accordance with the time schedule specified by the Bank in its work order or Empanelment Letter.
  - 6.5.2. It will be the utmost responsibility of the empaneled vendor to present Canara Bank with a professional, sophisticate ad recognizable brand identity.
- 6.6. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of RFP. Any guidelines on changes/modifications/enhancements given by RBI/any regulatory or Government body's with regard to Certification will be added to the scope of work.
- 6.7. Along with the above please refer Annexure-9 for detailed scope of work.





**7. Empanelment Procedure:**

- 7.1. Empanelment would be for three (3) years and is subjected to annual review. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard.
- 7.2. The Vendor/s satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder.
- 7.3. All the shortlisted intending bidders have to make a presentation before a panel of Bank Officials at the discretion of the Bank. The date of presentation shall be intimated to the short-listed bidders in advance.
- 7.4. Based on the documents submitted, the presentations made and the expertise subject to Eligibility qualification, the panel shall select the Service provider for empanelment.
- 7.5. Bank reserves the right to accept / reject any or all Expression of Interest (EOI) received in response to this advertisement without assigning any reasons, whatsoever.

**8. Duration of Empanelment**

Post the evaluation process; the shortlisted bidders will be empaneled for a period of 3 years' subject to annual review.

**9. De-empanelment of bidders:**

- 9.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.
- 9.2. Bank should retain with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its procurement process where the Bank has authentic information the bidder has been debarred from participating in the procurement process by a foreign country, international organization or by a local organization on ground of fraud or corruption or for some other reason which, in the opinion of the Bank is not compatible with its procurement policy and ethical standard.
- 9.3. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the Bank reserves the right to remove such Bidders from the empaneled list without giving any notice to the vendor in advance.
- 9.4. Empaneled Vendors not submitting their response continuously for Three (3) limited tenders may be de-listed from our empanelment list at the discretion of the Bank. However, those services which are not provided by the bidder at the time of empanelment will not be counted.
- 9.5. Delay by the Service Provider in the performance of its delivery obligations, shall render the agency liable to imposition of liquidated damages (as per limited RFP/RFQ), and/or termination of the contract for default and/or any other action viz. black listing/ circulation in industry etc. as it may deem fit.

**10. Clarification to the EOI and Pre-Bid Queries**

- 10.1. The bidder should carefully examine and understand the scope, terms and conditions of EOI and may seek clarifications, if required. The bidders in all such





cases seek clarification in writing in the same serial order of that of the EOI by mentioning the relevant page number and clause number of the EOI as per the format mentioned below:

Sl. No.	Bidder's Name	Page No.	Section	EOI Clause	Clause/Technical Specification	Bidder's Query
1						
2						
3						
4						
5						
...						

10.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to The Deputy General Manager, Canara Bank, Centralized Procurement & Vendor Management Vertical, Technology Services Wing, HO(Annex), #14, Naveen Complex, MG Road, Bengaluru-560001 in email to [dittenders@canarabank.com](mailto:dittenders@canarabank.com) by the intending bidders as per the bid schedule.

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

10.4. No oral or individual consultation shall be entertained.

#### 11. Pre-Bid meeting

11.1. A pre-bid meeting of the intending bidders will be held online as scheduled in Bid schedule to clarify any point/doubt raised by them in respect of this EOI. No separate communication will be sent for this meeting.

11.2. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, 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, Bank will allow a maximum of Two (2) representatives from each Bidder to participate in the pre-bid meeting.

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

11.4. Bank 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.

11.5. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website and no individual correspondence shall be made. The clarification of the Bank 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 EOI and it will be binding on the bidders.

11.6. Non receipt of reply to the queries raised by any of the Bidders shall not be accepted as a valid reason for non-submission of Bid. In addition, non-reply to any



query may not be deemed the version of the Bidder as reflected in the query has been accepted by the Bank.

## 12. Amendment to EOI

- 12.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by way of an amendment.
- 12.2. Notification of amendments will be put up on the Bank's website ([www.canarabank.bank.in](http://www.canarabank.bank.in)) and will be binding on all bidders and no separate communication will be issued in this regard.
- 12.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

## 13. Preparation of Bids:

- 13.1. Before submitting the bid, the bidders should ensure that they conform to the Eligibility Criteria Declaration as stated in Annexure-3 of this EOI document. Only after satisfying themselves of the Eligibility Criteria, the Offer should be submitted.
- 13.2. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structured format as per the checklist (Annexure-1) appended.
- 13.3. All pages of EOI should be stamped and signed by Authorized Signatory of the Bidder. All pages of the bid document should be serially numbered and shall be signed by the authorized person/s only. The person/s signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of Board Resolution or power of attorney document showing that the signatory has been duly authorized to sign the bid document.
- 13.4. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per Annexure-1.
- 13.5. It is mandatory to provide the compliance to Scope of Work in the exact format of Annexure-9 of this EOI document.

## 14. Tender Fee & Earnest Money Deposit

- 14.1. Bidders can also submit the Tender Fee and EMD with Account Payee Demand Draft in favour of Procurement Group payable at Bangalore.
- 14.2. Bidder has to submit scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
- 14.3. Bidders can also submit the Tender Fee and EMD with Payment online through RTGS / internet banking to the following:

Beneficiary name: DIT Procurement  
Account No.: 0792201002351  
IFSC Code: CNRB0000792  
Bank Name: Canara Bank  
Branch address: Trinity Circle Bangalore.





14.4. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to send scanned copy / proof of the Online Payment Transfer along with bid.

14.5. As per the extant guidelines by Government, Micro and Small Enterprises (MSE) and Startup companies are exempted from submitting Earnest Money Deposit (EMD).

#### 15. Submission of Bids

15.1. The sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification." containing two separate covers one for the Application Fee and another for Documents in compliance of EOI. Submission of the application in any other manner is liable to be rejected.

15.2. The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The EOI response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in the Bid details in brief description.

15.3. If the last day for submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.

15.4. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly. Bidder to ensure that the bid is dropped in the Tender Box within time schedule.

15.5. The document is to be submitted in hard copy only.

15.6. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.

15.7. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Senior Manager Canara Bank Tender Processing Section Centralized Procurement & Vendor Management Vertical, Technology Services Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25550127	Deputy General Manager Canara Bank Centralized Procurement & Vendor Management Vertical, Technology Services Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 25129482

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

15.9. The bidder should make all the necessary arrangements to ensure that the sealed and marked tender documents are dropped in the Tender Box only at the Place, Venue, Date and Time mentioned in Bid schedule.





- 15.10. The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### 16. Bid Opening

- 16.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per schedule specified in the Bid details in brief description.
- 16.2. Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this EOI, as per the format (Annexure-5) enclosed and sign in Register of Attendance during opening of EOI.

**Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers.**

- 16.3. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue of opening, it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the EOI in their absence.
- 16.4. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

#### 17. Erasures or Alterations

The Offers containing erasures or alterations or overwriting will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely 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 Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

#### 18. Evaluation of EOI

- 18.1. The Bank will evaluate the bid/s submitted by the bidder/s under this EOI by the officers of the bank. The Bank may engage an external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time.
- 18.2. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of EOI, whether the documents have been properly signed and whether items are offered as per EOI requirements, whether technical documentation as required to evaluate the offer has been submitted. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.
- 18.3. EOI submitted by the bidder will be evaluated based on the documents mentioned in Annexure-1. Bidders who will qualify from Eligibility Criteria Evaluation will be empaneled. The short-listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender/RFP. No interim





enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

#### **19. Clarifications of Offers**

- 19.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.
- 19.2. The Bank may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less on the same footing by seeking incremental bid submission in part of the requested clarification by the Bank OR Revised submissions of the entire bid in the whole.
- 19.3. The Bank can repeat this normalization process at every stage of bid submission till Bank 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 EOI, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 19.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

#### **20. Modification/Cancellation of EOI**

- 20.1. The EOI is not an offer by Canara Bank but an invitation to get the response from the interested bidders for short listing the bidders for Bank's requirements. No contractual obligations whatsoever shall arise from the Expression of Interest process.
- 20.2. The Bank reserves the right to cancel EOI process at any time, without thereby incurring any liabilities to the affected bidder[s]. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following:
  - 20.2.1. Services contemplated are no longer required
  - 20.2.2. Change in the scope of work or due to unforeseen circumstances and/or factors and or/or new developments
  - 20.2.3. The project is not in the best interest of the Bank
  - 20.2.4. Any other reason
- 20.3. The Bank also reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

#### **21. Conflict of Interest**

- 21.1. BIDDER/VENDOR/ SERVICE PROVIDER represents and warrants that it has no business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under this Agreement.





21.2. BIDDER/VENDOR/ SERVICE PROVIDER represents and warrants that if any such actual or potential conflict of interest arises under this Agreement, Vendor/Service Provider shall immediately inform the Bank in writing of such conflict.

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

**22. Responsibility for completeness:**

22.1. The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omissions in the bid and other information as mention above within the time schedule.

22.2. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of Canara Bank.

22.3. The Bank reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after the award of contract.

**23. Intimation to the successful Bidders:**

The Bank will prepare the list of Bidders on the basis of evaluation. The short-listed applicants will be notified on the Bank's website ([www.canarabank.bank.in](http://www.canarabank.bank.in)). No separate intimation will be sent to individual Bidders.

**24. Issuance of limited RFP/RFQ**

24.1. The Bank may issue limited RFP/RFQ to the shortlisted bidders as part of EOI. The Bank reserves the right to issue limited RFP/RFQ based on the responses and the requirement of the Bank.

24.2. Only shortlisted applicants will be invited to participate in the limited RFP/RFQ Process. The shortlisted applicants will be provided with limited RFP/RFQ documents through E-mail or hand delivery. The vendors are required to respond accordingly.

24.3. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

24.4. Canara Bank reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.

24.5. The Bank reserves the right to avail services independently on its own without reference to shortlisted bidders of EOI

**25. General Terms & conditions**





- 25.1. The Empaneled Vendor/s is/are expected to maintain high level of professional ethics and will not act in any manner, which is detrimental to Bank's Interest. Bidder will maintain confidentiality on matters disclosed till proper instruction is issued for publication. Bank reserve the right to impose penalty in case of any violation of the above.
- 25.2. The bidder should be able to execute order at short notices and even on holidays at any place as per our Bank's requirement.
- 25.3. Bank reserves the right to make necessary modification to the selected artwork, concept, film etc.
- 25.4. Applications received after due date & time or without prescribed documents will be rejected.
- 25.5. No binding Legal Relationship will exist between any of the Bidders which has submitted application in pursuant to this document and the Bank until execution of a contractual agreement to full satisfaction of the Bank.
- 25.6. The performance of the services from empaneled bidder shall abide by all relevant rules and regulations of the Government as issued from time to time and also to obtain all licenses, consents and permits, as may be required for the delivery / time to time.

## 26. Corrupt and Fraudulent Practices

- 26.1. Vendor/Service Provider shall at all times observe the highest standard of ethics during the entire contract period.
- 26.2. Vendor/Service Provider shall ensure compliance of CVC guidelines issued or to be issued from time to time for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.

## 27. Subcontracting

- 27.1. VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK.
- 27.2. Notwithstanding the above or any written consent granted by the Bank for subcontracting the services, the Vendor/Service Provider alone shall be responsible for performance of the services under the contract.

## 28. Social Media Policy

- 28.1. No person of the bank or the contractors and third parties shall violate the social media policy of the bank.
- 28.2. The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy:
  - 28.2.1. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.
  - 28.2.2. Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures.



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

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

**29. Independent External Monitors:**

29.1. The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

Smt. Dolly Chakrabarty Email: dollychakrabarty@gmail.com	Sri. Hem Kumar Pande Email : hempande@hotmail.com
---	--

**30. Exemptions for Micro & Small Enterprises [MSEs] & Start-Up:**

As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Micro & Small Enterprises and start-ups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in EOI document. The Micro & Small Enterprises (MSEs) and Startups are also exempted from submission of EMDs and tender fee subject to submission of documentary proof like Udyam Registration certificate, Certificate of recognition by department for promotion of industry and internal trade, Ministry of Commerce, GOI.



DEPUTY GENERAL MANAGER

Sd/-





**Annexure-1**

**Checklist**

**Subject: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

The bidder shall confirm whether following are submitted in their bid. The bidder shall indicate the page no. where the details are furnished; otherwise, bid is liable for rejection.

Sl. No	Details	Reference/ Clause Nos	Complied & Submitted (Yes/No)	Page No. at which details are enclosed
1.	Covering Letter.	Annexure- 2		
2.	The documents in support of Eligibility criteria declaration, wherever required as mentioned in this EOI.	Annexure- 3		
3.	Applicant's Profile	Annexure- 4		
4.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	Annexure- 5		
5.	List of Major Customers of the Bidder and References	Annexure- 6		
6.	Office Details	Annexure- 7		
7.	Compliance Statement	Annexure- 8		
8.	Scope of Work	Annexure- 9		
9.	Tender fee and bid security declaration	Annexure-10		
10.	Escalation Matrix	Annexure-11		
11.	Non-Disclosure Agreement	Annexure-12		
12.	Make in India Certificate	Annexure-13		
13.	Letter to return EMD	Annexure-14		
14.	Undertaking for Not Being NPA	Annexure-15		
15.	Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the bid document should be furnished along with the bid document.			



**Note:** Failure to produce the necessary proof may render the applicant in-eligible for empanelment.

Sl. No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]
1.	Whether Bidder has to submit Declaration as per Annexure-10 in lieu of waiver of Tender fee & EMD?	
2.	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?	
3.	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials). Erasures/ Overwriting/ Cutting/ Corrections authenticated Certification/ Undertaking is authenticated?	
4.	Whether address of Office on which communication/ order has to be placed is indicated in Annexure-7.	
5.	Whether ensured that the offer is in sealed envelope and super scribed as "Expression of Interest for Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification" The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.	
6.	Whether ensured Indexing of all Documents submitted with page numbers?	

Bidders to verify the above checklist and ensure accuracy of the same before submission of the bid.

Checked for accuracy

Date

Signature with seal

Name :

Designation :

**Note:** The Authorization letter as per format Annexure-5 is to be carried in person and shall not be placed inside any of the bid covers.





Annexure-2

Bid Covering Letter Format

(Covering Letter has to be submitted in company's letter head)

Offer Reference No:

Date: \_\_\_\_\_

To

The Deputy General Manager,  
Canara Bank,  
Centralized Procurement & Vendor Management Vertical,  
Technology Services Wing,  
Naveen Complex, 14 M G Road,  
Bengaluru - 560 001, Karnataka.

Dear Sir,

**Sub: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026.**

We have examined the above-mentioned tender document including all annexures, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications /amendments, if any, furnished by the Bank and we, the undersigned, offer to get short-listed as Service Providers to Provide end to end Services to carry out Website Quality Certification. 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 participate in the EOI process to provide the selected services for which requirement arises in the Bank.

We agree to abide by and fulfill all the terms and conditions and scope of work as defined in EOI 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 EOI.

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.

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

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





We hereby undertake that we have not been blacklisted/debarred by any Scheduled Commercial Banks/Public Sector Undertakings/Government Entities/ INS/IBF/AAAI/IRDA etc. in India as on date.

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:  
Place:

Signature with seal:  
Name:  
Designation:





**Annexure-3**  
**Qualification Criteria**

(Eligibility Criteria Declaration has to be submitted in Company's letter head)

**Subject: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

We have carefully gone through the contents of the above referred EOI and furnish the following information relating to Eligibility Criteria.

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria
1.	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Certificate of local content to be submitted as per Annexure-13 as applicable.
2.	<p>The Company operating should be legally compliant company and can be:</p> <p>a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008.</p> <p>(OR)</p> <p>b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.</p> <p>(OR)</p> <p>c. Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.</p>	<p>Copy of Certificate of FIRM/LLP registration.</p> <p>(OR)</p> <p>Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p> <p>(OR)</p> <p>Copy of Certificate of registration under and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p> <p>For (c)</p> <p>Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of registration under shops and commercial Establishments Act., GST etc.)</p>
3.	The service provider should be an empaneled laboratory and certified for having scope of Application Security Testing, Accessibility Testing and Website Testing as per GIGW by Standardization Testing and Quality Certification (STQC) Directorate as per latest guidelines.	The bidder should submit Valid STQC certificate to this effect.



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria
4.	The Bidder should have IAAP certified accessibility auditors to Provide end to end Services to carry out Website Quality Certification.	The bidder shall submit the list of IAAP Certified auditors on role with respective certificate along with the profiles of the professionals and letter from HR that stating they are on payroll of the bidder.
5.	The bidder should have an average annual turnover of Rs.25 Lacks during last 3 financial years (i.e., 2022-23, 2023-24 & 2024-25) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2022-23, 2023-24 & 2024-25 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.
6.	The Net Worth of bidder should not be negative as on 31/03/2025 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2025.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.
7.	The bidder should submit a declaration a. If not a group of company, Bidder Company is not owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives  (or)  b. If not a group of company, Bidder Company is owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives.	Letter of Undertaking/Declaration to the effect in company's letter head has to be submitted to this effect.
8.	Bidder to provide undertaking that none of the proprietor/ partners/ directors of the bidder(s) is/are relatives of any member of the Bank's Board of directors.	Letter of Undertaking in company's letter head.
9.	The bidder should provide 24*7 support to the Bank.	The Bidder should submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc. with documentary proof
10.	The Bidder has to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management	Letter of confirmation (self-certified letter signed by authorized official of the bidder)





Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria
	or partnership firms/LLPs having common partners has not participated in the bid process.	
11.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments as on date of submission of bid.	The bidder should submit self-declaration on the Company's letter head to this effect.
12.	Any bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	A declaration stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]
13.	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 KYC documents evidencing the authority delegated to the authorized signatory.



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria
14.	The Bidder and Bidder's parent company (applicable if both are different) should not have been declared Non-Performing Asset (NPA), defaulter in repayment of instalments by any BFSI organization and not undergoing Corporate Insolvency Resolution Process (CIRP), liquidation, or bankruptcy proceedings as on date of submission of the tender, otherwise the bid will not be considered.	Self-Declaration letter signed by Authorized Signatory to be submitted as per Annexure-15  Note: In case, the bidder is having any parent company, then both the Bidder and the Bidder's parent company to submit separate Annexure-15. Otherwise, Bidder alone has to submit Annexure-15.

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 Qualification Criteria should be part of the EOI.

Date:  
Place:

Signature with seal  
Name:





**Annexure-4**  
**Applicant's profile**

(Bidder's Profile has to be submitted in company's letter head)

**Subject: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

Sl. No.	Particulars	Details
1)	Name of the Bidder	
2)	Constitution	
3)	Date of Establishment/ Incorporation	
4)	Whether in technical collaboration with Foreign Company? If so, give details	
5)	Number of Years in the Business	
6)	Number of years of experience in Website Quality Certification Services.	
7)	Address for Correspondence: Registered Office: Corporate Office:	
8)	Single Point of contact for this EOI and upcoming RFP/RFQ Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (Any changes in the above should be informed in advance to Bank)	
9)	Domestic Customer Base (Number of Clients for whom Website Quality Certification Services have been provided in India)	
10)	<u>Details of Service Net Work</u> Bengaluru: Mumbai: Any other:	
11)	PAN number GSTIN	



<u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	
---	--

Wherever applicable submit documentary evidence to facilitate verification.

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:  
Place:

Signature with seal:  
Name :  
Designation :





**Annexure-5**  
**Authorization Letter Format**  
(Authorization Letter Format has to be submitted in Company's Letter Head)

To  
The Deputy General Manager  
Canara Bank,  
Centralized Procurement & Vendor Management Vertical,  
Technology Services Wing,  
Naveen complex, 14 MG Road  
Bengaluru - 560 001

Date: \_\_\_\_\_

Dear Sir,

**Sub: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

This has reference to your above EOI for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.

Mr. / Miss/Mrs. \_\_\_\_\_ is hereby authorized to attend the bid opening of the above EOI \_\_\_\_\_ DT: \_\_\_\_\_ 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

\_\_\_\_\_  
Place:

**Annexure-6**  
**List of Major Customers and References**

**Subject: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

Sl. No.	Name and complete Address of the Customer	Name, Designation, Telephone, e-mail address of the contact person (customer)	Nature and Description of the assignments during last 3 years	Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed
1	2	3	4	5

(Enclose necessary documentary proof)

Date:  
Place:

Signature with seal:  
Name:  
Designation:





Annexure-7  
Office Details

(Office Details has to be submitted in Company's Letter Head)

**Subject:** Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.

**Ref:** EOI 04/2025-26 dated 06/01/2026

Sl. No.	Name of the Office/ Location	Postal Address and Telephone No's	E-mail ID of office	Service Facilities Available (Describe)	Number of Employees
1.					
2.					
...					

Date:  
Place:

Signature with seal:  
Name :  
Designation :



**Annexure-8**  
**Compliance Statement**

(Compliance Statement has to submitted in Company's Letter Head)

To  
The Deputy General Manager  
Canara Bank,  
Centralized Procurement & Vendor Management Vertical,  
Technology Services Wing,  
Naveen complex, 14 MG Road  
Bengaluru - 560 001

Date: \_\_\_\_\_

Dear Sir,

**Subject: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject

Sl. No.	Description	Complied (Yes/No)
1	Scope of Empanelment	
2	Empanelment Procedure	
3	Instructions to the Applicants	

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 tender is liable to be rejected.

Date:

Signature with seal

Name :

Designation :





Annexure-9  
Scope of Work

**Subject: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

Scope of Work for Quality Website Certification from STQCD

The objective of this engagement is to ensure that the websites/applications, documents and communications complies with the Guidelines for Indian Government Websites (GIGW 3.0), WCAG 2.1 Level AA, IS 17802 and MOF's Accessibility Standards & Guidelines for Banking Sector and is certified by STQCD, thereby ensuring accessibility, user-centric design, security, and content quality as mandated by relevant authorities.

**Selection of Auditor upon empanelment:**

Auditor shall be selected by floating Limited Request for Quotation as per the Procurement Policy of the bank in effect. Auditor Shall be selected for

1. To conduct primary Assessment, reporting, rectification, reaudit and certification for specific or set of applications as whole
2. To conduct yearly mandatory re-assessment.
3. To conduct re-assessment or partial assessment on ad-hoc basis during implementation of Major Changes.

**Assessment:**

Attached list of applications, Websites, Web portals and web Applications, Communications, Documents that are presently under use or under development for release in near future. During the course of 3 years from the initial empanelment bank may add or remove the pages or products. As per the various guidelines from Government Departments, regulatory authorities and orders of Court of Law, all Information and Communication Technology Products and services are to be enabled with digital Accessibility features by complying to below standards, guidelines and rules.

1. W3C's Web Content Accessibility Guidelines 2.1 Level AA Success Criteria originally published on June 5, 2018 with latest update on May 6, 2025
2. Bureau of Indian Standards (BIS) - IS 17802: Part 1: 2021 (Reaffirmed Year: 2022) Accessibility for the ICT Products and Services Part 1: Requirements and IS 17802: Part 2: 2022 Accessibility for the ICT Products and Services - Part 2 Determination of Conformance
3. GIGW 3.0 as published by Government of India through its and various other guidelines issued time to time.
4. Accessibility Standards & Guidelines for Banking Sector: Banking sector specific guidelines issued by Department of Financial Services, Ministry of Finance, Government of India vide Notification no. F.No. 7/32/2022-BOA-I dated 02/02/2024 duly incorporated in the Rights of Persons with Disabilities Act. by DEPwD (Department of Empowerment of Persons with Disabilities),





Ministry of Social Justice and Empowerment, through Gazette notification published on 02.07.2024.

Selected bidder who is also an STQCD empanelled laboratory shall conduct assessment and evaluation of the attached list of applications/apps as per the requirements and defined mechanism of above guidelines, standards and rules by a suitable IAAP Certified Auditor. Auditor shall have full knowledge of the rigor, possess required expertise, checklists, tools and means to carry out the assessment.

Though the STQCD guidelines are not part of above guidelines, same must be observed fully since GIGW 3.0 compliance Certification shall be issued by STQCD.

Further, certain indicators which establishes the association of our bank with Government of India (such as Emblem) are not feasible since PSBs are not authorised to implement the same. Care must be taken while preparing the appropriate checklist.

Certain Banking applications will have fraud preventive and/or cyber security measures built into them. Such measures are essential to the product or the service and cannot be altered. Further, certain application may contain External Agency/ Intermediary/ authority provided Common Library functionalities being integral part of larger ecosystem. Due to these implementations, bank may not be able to satisfy all the accessibility criterions. Care must be taken while preparing the appropriate checklist and response.

#### **Submission of Report:**

Selected bidder shall submit detailed/separate audit report covering all compliance areas pertaining to individual guidelines. Selected bidder shall prepare report as per the requirements/templates defined by STQCD.

Any Non-compliance list shall be provided with severity classification, best practices to rectify the same, sample code patterns, reusable fix templates, Screenshots/Recordings and evidence logs and Accessibility issue mapping to WCAG & IS 17802.

Any security vulnerabilities observed shall be reported with recommended fixes.

Selected Bidder shall submit an Executive Summary Report weekly, monthly and quarterly for senior management.

#### **Enabling of Stakeholders in rectification:**

For the purpose of enabling stakeholders to fix the accessibility related issue, the selected bidder shall provide,

1. Clear explanation of associated WCAG Success Criterion
2. Sample code patterns
3. Reusable fix templates
4. Screenshots/Recordings
5. Evidence logs

Selected bidder shall arrange accessibility experts/auditors who shall assist bank official in finalising the issue rectification, provide webinar/ information for the consumption of the supplier. Accessibility auditor shall validate fix templates





wherever bank is able to provide the access to either development or User Acceptance Testing environments.

**Re- Audit:**

Selected bidder shall conduct Re-audit once the supplier/vendor has addressed the observations and the issues either in phase-wise or one time re-audit.

**Application submission to STQCD for certificate:**

Selected bidder shall prepare all the necessary documentation to be submitted to STQCD by taking relevant input/authorization from bank officials. Selected bidder shall submit the application for certification in due manner and coordinate between bank and STQCD for ultimate obtention of certificate. If any concerns/observations are raised by STQCD which were previously not observed by selected bidder, selected bidder shall assist bank officials as well as supplier or vendor fully for the rectification and to the satisfaction of STQCD.

**Reassessment upon implementation of major changes or mandatory periodical re-assessment:**

Selected bidder shall conduct all the above steps except application submission for certification for any major changes or product enhancement. However, reporting or any other process shall also be carried out as per the directives/specific instruction of STQCD in this regard.

**We confirm to each and every point of the Scope of Work mentioned above without any deviations.**

**Date:**

**Signature with seal**

**Name :**

**Designation :**



**Annexure-10**

**Tender Fee and Bid Security Declaration**

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

To,

The Deputy General Manager  
Canara Bank,  
Centralized Procurement & Vendor Management Vertical,  
Technology Services Wing,  
Naveen complex, 14 MG Road,  
Bengaluru - 560 001

Date: \_\_\_\_\_

**Sub: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

Dear Sir,

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFQ (post empanelment), we note that we will be suspended for the period of three years from being eligible to submit Bids for contracts with Canara Bank.

Place:

Date:

[Signature of Authorized Signatory]

Name:

Designation:

Seal:





**Annexure-11**  
**Escalation Matrix**

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

**Subject: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

Ref: EOI 04/2025-26 dated 06/01/2026

Name of the Bidder Firm:

For Service-Related Issues

Sl. No.	Name	Level of Contact	Office Postal Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 4 Hours)					
c.		Regional/Zonal Head (If response not received in 24 Hours)					
d.		Country Head (If response not received in 48 Hours)					

Any change in designation, substitution will be informed by us immediately.

Date:  
Place:

Signature with seal  
Name:  
Designation:



**Annexure-12**  
**Non-Disclosure Agreement**

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

**Subject: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

WHEREAS, we, \_\_\_\_\_, having Registered Office at \_\_\_\_\_, hereinafter referred to as the Bidder, are agreeable to the provide services/ deliverables as per terms mentioned in the EOI to Canara Bank, having its office at 14, Naveen complex, HO(annex), M.G Road Bengaluru -560001 hereinafter referred to as the BANK and,

WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their EOI/RFP/RFQ is confidential and/or proprietary to the BANK, and

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

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

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

**Date:**  
**Place:**

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





**Annexure-13**  
**Make in India Certificate**

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

Bidder's Reference No. \_\_\_\_\_

Date.....

To,  
The Deputy General Manager  
Canara Bank,  
Centralized Procurement & Vendor Management Vertical,  
Technology Services Wing,  
Naveen Complex,  
14 M G Road,  
Bengaluru - 560 001, Karnataka.

**SUB: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

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 Canara Bank 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:

Date:

[Signature of Authorized Signatory of Bidder]

Name:

Designation:

Seal:



**Annexure-14**  
**Letter to Return EMD (if applicable)**  
**[On Firm's / Company's letter head]**

To,  
The Deputy General Manager  
Canara Bank,  
Centralized Procurement & Vendor Management Vertical,  
Technology Services Wing,  
Naveen Complex,  
14 M G Road,  
Bengaluru - 560 001, Karnataka.

**Sub: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

We \_\_\_\_\_ (Company Name) had participated in the EOI for **Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

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 EOI.
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 Bank is not liable under any circumstances.

**Date:**  
**Place:**

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





**Annexure-15**  
**Undertaking For Not Being NPA**  
**[On Firm's / Company's letter head]**

Date:

To,

The Deputy General Manager,  
Canara Bank,  
Centralized Procurement and Vendor Management Vertical,  
Technology Services Wing,  
Naveen Complex, 14 M G Road, Bengaluru-560 001.  
Karnataka

Dear Sir,

**SUB: Expression of Interest for Empanelment of Standardisation Testing and Quality Certification (STQC) Directorate Empanelled Laboratories to Provide end to end Services to carry out Website Quality Certification.**

**Ref: EOI 04/2025-26 dated 06/01/2026**

We \_\_\_\_\_ (Bidder/ Bidder's Parent Company),  
hereby undertake that-

- We have not been declared NPA and defaulter in repayment of instalments by any Bank/Financial Institute in India.
- We do not have any pending case with any organization across the globe, which affects our credibility to service the Bank.
- Further, we are not undergoing Corporate Insolvency Resolution Process (CIRP), liquidation, or bankruptcy proceedings.

Yours faithfully,

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

