

केनरा बैंक
Canara Bank
A Government of India Undertaking

 Syndicate



Together We Can

EXPRESSION OF INTEREST
FOR
EMPANELMENT OF FINTECH COMPANIES FOR A PERIOD OF 2 YEARS IN CANARA
BANK

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
Phone No: 080-25550127

EOI Details in Brief Description

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 07/2025-26 dated 26/03/2026
2.	Name of the Wing	Centralized Procurement & Vendor Management Vertical, Technology Services Wing
3.	Brief Description of the EOI	Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank
4.	Bank's Address for Communication and Submission of Tender	<p>Deputy General Manager Canara Bank, Tender processing Section, Centralized Procurement & Vendor Management Vertical, Technology Services Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001</p> <p>Senior Manager, Tender Processing Section, Centralized Procurement and Vendor Management Vertical, Technology Services Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001 Tel - 080-25550127 Email: dittenders@canarabank.com</p>
5.	Date of Issue of EOI	26/03/2026, Thursday
6.	Earnest Money Deposit (Refundable)	Rs.10,000/-
7.	Tender Fee (Non-Refundable)	Rs.5,000/-
8.	Last Date and Time for Submission of Queries for Pre Bid Meeting	10/04/2026, Friday, 5.00 PM
9.	Date of Pre Bid Meeting	15/04/2026, Wednesday, 4.00 PM
10.	Last Date and Time for Submission of Bids	27/04/2026, Monday, 3.00 PM
11.	Date of Opening of Bid	27/04/2026, Monday, 3.30 PM
12.	Venue for Prebid Meeting and Bid Opening	<p>Pre-bid meeting will be held on 15/04/2026, Wednesday, 4.00 PM</p> <p>Venue: PreBid meeting will be held Online (through WebEx) and participants are requested to attend the meeting Online.</p> <p>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</p>

		<p>dittenders@canarabank.com. (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.</p> <p>Pre-bid Queries should be sent to E-mail dittenders@canarabank.com and must reach us on or before 10/04/2026, Friday at 5.00 pm. Subject of the email should be given as “Pre-Bid Queries for EOI 07/2025-26 dated 26/03/2026”. Queries reaching afterwards will not be entertained.</p>
<p>This document can be downloaded from following websites https://www.canarabank.bank.in/pages/expression-of-interest</p> <p>Any amendments, modifications, Prebid replies and any communication etc., will be uploaded in the Bank’s website only (i.e., https://www.canarabank.bank.in/pages/expression-of-interest)</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://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	Description
1.	BG	Bank Guarantee
2.	DD	Demand Draft
3.	DIT	Department of Information Technology
4.	EMD	Earnest Money Deposit
5.	EOI	Expression Of Interest
6.	GST	Goods and Service Tax
7.	HO	Head Office
8.	IT	Information Technology
9.	KYC	Know Your Customer
10.	LD	Liquidated Damage
11.	LLP	Limited Liability Partnership
12.	MSME	Micro Small & Medium Enterprises
13.	NEFT	National Electronic Funds Transfer
14.	NI Act	Negotiable Instruments Act
15.	OEM	Original Equipment Manufacturer
16.	PAN	Permanent Account Number
17.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
18.	RFQ	Request for Quotation
19.	RTGS	Real Time Gross Settlement

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Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026

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 CP& VM 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 10098 branches, 26 Circle offices and 178 Regional Offices situated across the States. The Bank also has offices abroad in London, Dubai, New York and GIFT City.
- 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 FINTECH Companies for a period of 2 Years in Canara Bank".
- 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 vendors and the Bank at the conclusion of empanelment process, wherever required.
- 2.5. 'Proposal' means that technical proposal including any documents submitted by the bidder as per the formats prescribed in the EOI.
- 2.6. 'Digital Journeys' means a process which improves Banking functions through active journey by digitalization of existing/new process. The following but not limited to are examples: Lead management, customer onboarding, usage of Bots to reduce manual work, application submission, KYC checks, credit decisioning, underwriting, recommendation engine, document management, disbursement, data analytics, texting and quality assurance etc. through digital mode.

3. About EOI

- 3.1. Bank intends to empanel FINTECH Companies, 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. Objectives

- 4.1. The 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 FINTECH Companies in Canara Bank.
- 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 of conceptualizing, designing, development, testing and implementation of solutions with respect to the technology landscape as 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 for Compliance”. Any credential detail mentioned in “eligibility Criteria Compliance” 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. 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 requirements.
- 6.2. 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.
- 6.3. 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 agency 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 agency to present Canara Bank with a professional, sophisticated and 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 EOI. Any guidelines on changes/ modifications/ enhancements given by RBI/ any regulatory or Government bodies with regard to Certification will be added to the scope of work.

6.7. Along with the above please refer **Annexure-12** for detailed scope of work.

7. Empanelment Procedure

7.1. The Vendor/s satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder.

7.2. The duration of Empanelment of proposed agencies/companies will be for a period of Two (02) years. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard.

7.3. The successful agency/ies/company/ies is/are required to enter into a contract, agreement or any other arrangement in respect of the services with the Bank as per terms and conditions.

7.4. 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 2 years' subject to annual review.

9. De-empanelment of bidders

9.1. During empanelment period, the Bank reserves the right to terminate any vendor without assigning any reason. The Bank's decision will be final in this regard.

9.2. Bank retains with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its tendering process where the Bank has authentic information that the bidder has been debarred/black listed from participating in the tendering process by an international organization or by a local organization on grounds 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 bidder when applying for the tenders, the Bank reserves the right to remove such vendors from the empaneled list without giving any notice to the bidder in advance.

9.4. Delay by the vendor in the performance of its delivery obligations in terms of scope of work, shall render the agency liable to imposition 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						
6						

- 10.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to The Deputy General Manager, Canara Bank, Tender Processing Section, Centralized Procurement and Vendor Management Vertical, Technology Services Wing, HO(Annex), #14, Naveen Complex, MG Road, Bengaluru-560001 in email to dittenders@canarabank.com by the intending bidders as per the bid schedule.
- 10.3. No queries will be entertained from the bidders after the above date and time mentioned in the bid schedule.
- 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 as scheduled in EOI document 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) 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 along with KYC document showing that the signatory has been duly authorized to sign the bid document.
- 13.4. It is mandatory to provide the compliance to Scope of Work in the exact format of **Annexure-12** 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 Canara Bank, 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 EOI/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 super scribed on the top of the envelope **“Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank”** 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 document is to be submitted in hard copy only.
- 15.3. 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 by the bidder/ representatives of the bidder at the Place, Venue, Date and Time mentioned in Bid Schedule.
- 15.4. If the last day of 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.
- 15.5. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly. Bidder has to ensure that the offer is being dropped to tender box.
- 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 the 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 above.
- 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 EOI 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 Bid Schedule.
- 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 format mentioned in **Annexure-1**. Bidders who will qualify from Eligibility Criteria Evaluation will be empaneled. Period of empanelment will be decided by the Bank. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender/EOI. 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:
 - a) Services contemplated are no longer required.
 - b) Change in the scope of work or due to unforeseen circumstances and/or factors and/or new developments.
 - c) The project is not the in the best interest of the Bank.
 - d) 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 (empaneled bidders/vendors) will be notified on the Bank's website (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. Intellectual Property Rights

- 25.1. VENDOR/ SERVICE PROVIDER warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER warrants that the deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER shall ensure that the services provided to the BANK shall not infringe the third-party intellectual property rights, if any. VENDOR/ SERVICE PROVIDER shall ensure that third party rights are not infringed even in case of equipment /software supplied/ service provided on behalf of consortium as VENDOR/ SERVICE PROVIDER.
- 25.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, VENDOR/ SERVICE PROVIDER shall at its choice and expense:
- 25.2.1. Procure for BANK the right to continue to use such deliverables.
- 25.2.2. 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
- 25.2.3. If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/ SERVICE PROVIDER for such deliverables, along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.
- 25.3. The indemnification obligation stated in this clause shall apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party to make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.
- 25.4. VENDOR/ SERVICE PROVIDER acknowledges that business logics, work flows, delegation and decision making processes of BANK are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Software/Service.

26. General Terms & conditions

- 26.1. 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.

- 26.2. The bidder should be able to execute order at short notices and even on holidays at any place as per our Bank's requirement.
- 26.3. Applications received after due date & time or without prescribed documents will be rejected.
- 26.4. 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.
- 26.5. 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.

27. Corrupt and Fraudulent Practices

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

28. Subcontracting

- 28.1. 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.
- 28.2. 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.

29. Indemnity

- 29.1. VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
 - 29.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;
 - 29.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;
 - 29.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider

- 29.2.** Vendor/Service Provider shall be liable for any loss caused to the bank due to any willful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents or representatives which is found to be a causative factor for any fraud in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions.
- 29.3.** VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of **Solution** supplied by them.
- 29.3.1.** All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- 29.3.2.** VENDOR/ SERVICE PROVIDER’s aggregate liability shall be subject to an overall limit of the total Cost of the project.
- 29.3.3.** All Employees engaged by VENDOR/ SERVICE PROVIDER shall be in sole employment of VENDOR/ SERVICE PROVIDER and the VENDOR/ SERVICE PROVIDER shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.
- 29.4.** The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or confidential information, fraud or gross negligence or willful misconduct or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be actual claims.

30. Independent External Monitors

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
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31. Exemptions for Micro & Small Enterprises [MSEs] & Start-Up

Purchase Preference to Micro and Small Enterprises (MSEs), Start-ups, Women, SC/ST and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP/RFQ/EOI and Contract. The terms and conditions applicable as per the Government of India Guidelines on Purchase Preference.

31.1. Micro & Small Enterprises [MSEs]

- 31.1.1.** From time to time, the Government of India (Procuring Entity) lays down procurement policies to help inclusive national economic growth by providing long-term support to micro, small and medium enterprises and disadvantaged sections of society. The Procurement Policy for Micro and Small Enterprises, 2012 [amended 2018 and 2021] has been notified by the Government in exercise of the powers conferred in Section 11 of the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006. Details of the policy along with the amendments issued in 2018 and 2021 are available on the MSME website.
- 31.1.2.** Under the amended Public Procurement Policy for MSEs, Order 2012, the Central Government Ministries/ Departments/ Public Sector Undertakings shall procure a minimum of 25 per cent of their annual value of goods or services from MSEs. (In accordance with General Financial Rules, 2017, Rule 153-(ii)).
- 31.1.3.** Micro and Small Enterprises (MSEs) registered under Udyam Registration are eligible to avail the benefits under the policy. MSEs would be treated as owned by SC/ ST or Women entrepreneurs:
- In the case of proprietary MSE, proprietor(s) are SC /ST or Woman;
 - In the case of partnership MSE, the SC/ ST or Women partners hold at least 51% (fifty-one per cent) shares in the unit;
 - In the case of Private Limited Companies, SC/ ST or Women promoters hold at least 51% (fifty-one per cent) share.
- 31.1.4.** It is mandatory to disclose the status as SC/ST/Women for in Udyam Registration.
- 31.1.5.** The Policy is applicable to all the Central Government Ministries/ Departments/ CPSUs. However, the policy is not applicable to State Government Ministries/ Departments/ PSUs.
- 31.1.6.** MSEs should provide proof of their being registered as MSE for the item under RFP/RFQ/EOI along with their offer, with any agency mentioned in the Notification, including:
- District Industries Centres or
 - Khadi Village Industries Commission or
 - Khadi & Village Industries Board or
 - Coir Board or National Small Industries Corporation or
 - Directorate of Handicrafts & Handloom or
 - Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
 - Udyam Registration Certificate
- 31.1.7.** MSEs are exempted from paying EMD, subject to furnishing of Valid certificate for claiming Exemption.
- 31.1.8.** Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP/RFQ/EOI,

they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank as per Annexure-11.

31.1.9. The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.

31.1.10. The details are available on web site dcmsme.gov.in. Interested vendors are requested to go through the same for details.

31.1.11. Additionally, the terms and conditions of the GTC (GeM terms & conditions) with regard to the MSEs exemption enshrined in the GeM portal (gem.gov.in) shall be applicable.

31.2. Start-up

31.2.1. Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.

31.2.2. 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 Start-ups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in RFP/RFQ/EOI document.

31.2.3. Relaxation to Startups: As per manual of procurement, the Procuring Entity reserves its right to relax the condition of prior turnover and prior experience for start-up enterprises recognized by Department for Industry & Internal Trade (DPIIT), subject to meeting of quality & technical specifications. Startups may be MSMEs or otherwise. The decision of the Procuring Entity in this regard shall be final

31.2.4. Startups are exempted from submission of EMDs.

31.2.5. For availing the relaxations, Bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce.

31.2.6. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP/RFQ/EOI, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank as per Annexure-11.

31.3. Procurement through Local Suppliers (Make in India)

Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 19/07/2024 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative.

- 31.3.1. “Local content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- 31.3.2. “Class-I local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, meet the minimum local content as prescribed for ‘Class-I local supplier’ under the Public Procurement (Preference to Make in India), Order 2017.
- 31.3.3. “Class-II local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for ‘Class-II local supplier’ but less than that prescribed for ‘Class-I local supplier’ under the Public Procurement (Preference to Make in India), Order 2017.
- 31.3.4. “Non-Local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than that prescribed for ‘Class-II local supplier’ under the Public Procurement (Preference to Make in India), Order 2017.
- 31.3.5. The ‘local content’ requirement to categorize a supplier as ‘Class I Local Supplier’ is minimum 50%. For ‘Class-II Local supplier’ the ‘local content’ requirement is minimum 20%.
- 31.3.6. The margin of Purchase preference shall be 20%.
- 31.3.7. Purchase preference for local supplier, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the RFP/RFQ/EOI documents.
- 31.3.8. The ‘Class -I Local supplier’/‘Class -II Local supplier’ at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for ‘Class -I Local supplier’/‘Class-II Local supplier’ as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- 31.3.9. In cases of procurement for a value in excess of Rs.10 Crores, the ‘Class-I Local supplier’/‘Class -II local supplier’ shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- 31.3.10. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance 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.
- 31.3.11. All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenderers. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be

completely responsible for the truthfulness and authenticity of their claim for these benefits.

31.3.12. The Bidders complying with all the guidelines in this regard and providing supporting documents along with the bid can only participate in this bid.

Canara Bank has the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.

Assistant General Manager

Annexure- 1
Checklist

The bidder shall confirm whether following are submitted in their EOI/ 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 in Last 3 Years and References	Annexure- 6		
6.	Compliance Statement	Annexure- 7		
7.	Non-Disclosure Agreement	Annexure- 8		
8.	Escalation Matrix	Annexure- 9		
9.	Office Details	Annexure- 10		
10.	Tender fee and bid security declaration	Annexure- 11		
11.	Scope of Work	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-11 in lieu of waiver of Tender fee & EMD?	
2	Whether the Bid is authenticated by authorized person? copy of the Board Resolution and the Power of Attorney and KYC documents evidencing the authority delegated to the authorized signatory 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-4 .	
5	Whether ensured that the offer is in sealed envelope and super scribed as Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank. 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?	

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

Date:

Signature with seal:

Place:

Name:

Designation:

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.	Ensure
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Annexure-2

Covering Letter Format

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

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 FINTECH Companies for a period of 2 Years
in Canara Bank**

Ref: EOI 07/2025-26 dated 26/03/2026

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:

Signature with seal

Name:

Designation:

Annexure-3
Eligibility Criteria

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

Sub: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026

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

Sl. No.	Eligibility Criteria	Documents to be submitted In compliance with Eligibility Criteria	Bidders Response
1.	The Bidder 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. (OR)</p> <p>b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (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. (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. (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) Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of registration under shops and commercial Establishments Act., GST etc.)</p>	

Sl. No.	Eligibility Criteria	Documents to be submitted In compliance with Eligibility Criteria	Bidders Response
3.	<p>The bidder should submit a declaration</p> <p>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</p> <p style="text-align: center;">(or)</p> <p>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.</p>	<p>Letter of Undertaking/Declaration to the effect in company's letter head has to be submitted to this effect.</p>	
4.	<p>The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the EOI process.</p>	<p>The bidder should submit letter of confirmation on the Company's letter head to this effect.</p>	
5.	<p>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.</p>	<p>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.</p>	
6.	<p>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.</p>	<p>The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.</p>	
7.	<p>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 BOD.</p>	<p>Letter of Undertaking in company's letter head.</p>	

Sl. No.	Eligibility Criteria	Documents to be submitted In compliance with Eligibility Criteria	Bidders Response
8.	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	
9.	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.	
10.	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 EOI.	The bidder should submit self-declaration on the Company's letter head to this effect.	
11.	Authorization Certificate - Whether the EOI 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.	Eligibility Criteria	Documents to be submitted In compliance with Eligibility Criteria	Bidders Response
12.	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.	
13.	Bidder should declare that they are complying with all the regulatory and statutory guidelines issued by the government authorities/RBI from time to time related to the scope of the RFP/RFQ/EOI	Self-Declaration letter by Bidder 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 EOI is liable for rejection. All documentary evidence / certificates confirming compliance to Eligibility Criteria should be part of Technical cum Eligibility.

Date:
Place:

Signature with seal
Name:
Designation :

Annexure-4
Applicant's Profile

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

Sub: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026

Sl. No.	Particulars	Details
1)	Name of the Bidder	
2)	Constitution	
3)	Date of Establishment/ Incorporation	
4)	Whether in collaboration with Foreign Company? If so give details	
5)	Number of Years in the Business	
6)	Address for Correspondence: Registered Office: Corporate Office:	
7)	Single Point of contact for this EOI and upcoming RFP/RFQ Name: Designation: Mobile No.: Landline No. (if Any): Fax (if Any): Email-ID (Any changes in the above should be informed in advance to Bank)	
8)	Domestic Customer Base (Number of Clients)	
9)	<u>Details of Service Net Work</u>	
10)	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	
11)	Technology stack used/proposed	
12)	Specialization area/s	
13)	Implementation experience (On-premise/cloud)	
14)	What value addition you may bring to Canara Bank as a technology partner	

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 EOI is liable to be rejected.

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

Annexure-5
Authorization Letter Format

(Authorization Letter Format has to submitted in Company's Letter Head)

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

Date: _____

Dear Sir,

**Sub: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years
in Canara Bank**

Ref: EOI 07/2025-26 dated 26/03/2026

@@@

This has reference to your above EOI for Empanelment of FINTECH Companies for a period
of 2 Years in Canara Bank, Mr. / Miss/Mrs. _____ is
hereby authorized to attend the EOI 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 in of the Bidder in Last 3 Years and References

Sub: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description of the business during last 5 years/orders Order No. & date value etc.	Documentary Proof like Satisfactory Letter from organization to be Enclosed or Purchase Order copies along with work completion certificate to be enclosed
1	2	3	4	5

(Enclose necessary documentary proof)

Date:
Place :

Signature with seal:
Name:
Designation :

Annexure-7
Compliance Statement

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

The Deputy General Manager
Canara Bank,
Centralized procurement and vendor Management Vertical,
Technology Services Vertical,
Naveen complex, 14 MG Road
Bangalore - 560 001

Date: _____

Dear Sir,

Sub: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026

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

Sl. No.	Description	Complied Yes/No
1	Scope of Empanelment	
2	Empanelment Procedure	
3	EOI document	
4	Technical Specification	

We also undertake that we are complying with the prevailing guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labor laws, from time to time for the resources deployed for **Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank.**

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:
Place :

Signature with seal:
Name:
Designation :

Annexure-8

Non-Disclosure Agreement

(To be given on the Company's Letter Head)

WHEREAS, we, _____,
having Registered Office at _____, hereinafter referred to
as the Bidder, are agreeable to provide **Services** at locations allocated by 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 Infrastructure
shared by the BANK in their Expression of Interest is confidential and/or proprietary to the
BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for
**"Expression of Interest for Empanelment of FINTECH Companies for a period of 2
Years in Canara Bank"** 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-9
Escalation Matrix

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

SUB: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026.

For Service-Related Issues

Name of the Bidder Firm:

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:

Signature with seal

Place:

Name:

Designation:

Annexure- 10
Office Details

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

SUB: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years
in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026

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-11
Tender Fee and EOI Security Declaration
(to be provided on letter head)

To

The Deputy General Manager,
Canara Bank,
Centralized procurement and vendor Management Vertical,
Technology Services Wing,
Head Office,
Naveen Complex, 14 M G Road
Bengaluru-001.

**Sub: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years
in Canara Bank**

Ref: EOI 07/2025-26 dated 26/03/2026

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, we note that we will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank.

[Signature of Authorized Signatory]

Date:
Place :

Signature with seal:
Name:
Designation :

Annexure-12
Scope of Work

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

Sub: SUB: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026

The scope of work should include but not limited to the following:

1. Through this Expression of Interest (EOI), Bank envisages to empanel Fintech companies/start-ups for various requirements of the Bank. Limited tender option will be used for selecting vendor from empaneled Fintech companies/start-ups. This empanelment shall be based on the requirements of the Bank and availability of such experience and expertise with the bidder.
2. Bidder can apply under multiple segments as mentioned in Point 4 below, provided they support the Technology.
3. The scope shall involve study, design, development, integration, testing, implementation and maintenance of software solutions. Scope of work of the empaneled software vendors will include application development in the different areas which would include customization of a product solution in terms of adding new functionalities/changes, integration of new modules in an existing product solution or developing a new software solution or related activities like database support etc.
4. The Bank invites the bidders for new development using state of the art technology and other IT Services from time to time based on its requirements. An indicative list of the requirements is detailed below:

Indicative Segment	Probable Use Cases
Development & Integration of Digital Journeys (Liability & Asset)	End to end digital journeys for various asset, liability and card products including bundled products with value added services such as integration for tax and compliance matters (IT, GST, etc.) The usage of BOTS to reduce manual work is preferable in Customer On-boarding. Eg: Usage of Bots for <ol style="list-style-type: none"> 1. data entry from the customers KYC or any other readable documents. 2. Accessing the services like IT, GST, MCA/NSDL data bases, CIC reports etc. 3. Analysing the Business Rule Engines as per Bank's desertion. 4. Any other services where human touch can be avoided. Underwriting or authorisation should be enabled for the authorisers/checkers/loan or CASA officers at identified locations.
Digital Payment Solutions	Development of payment solutions like digital wallet, UPI, payment gateway, wearables, soft PoS etc. Customized merchant payments, merchant acquisitions, onboarding (verification and due diligence) solutions.
Voice payments	Development of new platforms and customization of existing payment apps for voice enabled payments utilizing ASR,NLP,voice biometrics etc.
Virtual cards	Payments are being made using virtual credit and debit cards for e-commerce and online transactions replacing physical cards.

Decentralized finance (DeFi)	Development of applications and services through smart contracts on a programmable, permissionless blockchain.
Crowdfunding	Small investments are being solicited from a broad group of investors.
Personal Finance and wealth management	Provide tool and platforms for personal financial management, budgeting, savings, investment portfolio management. And
Cyber security and Fraud prevention	Developing robust security measures to protect financial transactions and customer data from cyber threads and fraud using advanced authentication mechanism, biometrics, encryption techniques and AI powered fraud detection systems.
Big Data and Analytics	Store and process big data to gain insights, make data driven decisions and improve financial services. Development/Application of ML models in data mining to identify risk. Automation of the data analysis using AI/ML and visualization/summarization using GenAI.
Insurtech	Introducing innovative solutions to under writing, claims processing policy management using technologies like AI, machine learning and data analytics.
Payment & Lending with Blockchain as underlying technology	Warehouse Financing. Trade Finance & other solutions suitable for financial sector using blockchain technology
Digital TSR & Valuation	Digitization of mortgage title search report, valuation system, tagging the geolocation of the mortgaged property etc.
Relationship Banking	Assess customer banking needs, cross-selling potentials, drop-off probability.
Marketplace & Advisory Services	Enable bank to build in-house marketplaces for sale and purchase of vehicles, properties, commercial and agricultural equipment, agri-commodities, health services, assessing due diligence of partners and also provide advisory services to customers.
Embedded Finance	Integrate bank's financial services into a traditionally non-financial service platforms such as e-commerce. CRMS, online marketplaces, payment gateways, etc. like EMI, BNPL based products, etc
Biometric enabled banking services	Enable bank to leverage biometric/non-touch based biometric/IRIS/face recognition data of customers for KYC, Payments, through various devices, etc.
Augmented Reality/Virtual Reality	AR/VR based banking services at Digital branches Eg: Usage of Metaverse in Banking with use cases which benefit banking operations/internal trainings.
Internet of Things	IoT-based beacons and devices to assess customer coming to ATMs and branches and notify customers on their phones about key products they could avail even before contacting a branch employee
UI / UX Development & Customisation	Conducting usability audit, customizing/developing UI/UX of existing/new applications.
Testing and Quality Assurance	Bank shall leverage Resources/Tools for conducting testing and quality assurance on in-house or vendor supplied products/applications.

	Use of automated/AI based testing solutions to improve the speed and accuracy of testing at different phases of product development. Performing usability audit to improve the UI/UX of the existing applications.
Machine Learning	In-house development and use of domain specific models.
Generative AI/Agentic AI	Development of customer service chatbots and voice-bots, employee knowledge assistant, Incident Ticket Management, Pro-active customer outreach, document analyser etc.
Quantum computing	Developing and testing of PQC methods in improving the network security.
Digital Marketing & sentiment analysis of social media	End to end execution of marketing campaigns including designing, publication and customer acquisition. Developing marketing strategy utilizing search engine optimization (SEO), search engine marketing (SEM), affiliate marketing, e mail/ SMS marketing, social media marketing etc. Generating personalized marketing content for various digital channels. Providing tools for real time data analysis to assess the campaign performance.
Any other Unique Solution	API Management tools, Merchant Aggregator, Account Aggregator, Aggregator platforms, Video-KYC Solutions etc. and any use case suitable for Financial Services. Usage a small hardware Items like Debit Card/cheque book printing devices with advance technologies, Devices with software to scan a cheque and withdrawal/credit slips and verify the account. customer signature etc through AI and provide first hand verification to counter staff, Note counting machine with serial number and denomination wise reports for EOD tallying or any new technologies which can be used at branches to ease the customer handling effectively.

Note: The Above-mentioned list is indicative only. Bank may float closed RFP/RFQ under any other use case as and when requirement arises.

2. In House Development:

a) For the applications developed as per the requirement of the Bank by the empaneled bidder, Bank shall own the Intellectual Property Rights

b) The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file. build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT/SITUAT of the developed application/customizations and subsequent upgrades, if any.

c) In case of any change/modification in Source Code, all necessary functional and technical documentation (Technical specifications, Integration specifications, Application architecture/design, Integration architecture design. Test Cases documentation for CIT/SITUAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered along with source code

d)The vendor should adhere to regulatory guidelines.

- e) The software development will be carried out as per standard software development process and taking into consideration best practices followed worldwide.
- f) The software developed should be compatible with the current infrastructure of the Bank and should be forward compatible.
- g) The vendor shall undertake to provide appropriate on-site resource as well as other resources required as per Bank's requirement, to execute the various tasks assigned as part of the project, from time to time.
- h) The Bank may decide to have mixed set of in-house and Vendor's resources for sustainable good quality of software development and Vendor should be agreeable to work under this setup and should agree to transfer necessary knowledge and skills to Bank personnel such as Functional Specifications, Technical specifications, Integration specifications, Application architecture / design, Integration architecture / design, Test Cases document (for CIT/SIT & UAT). Deployment guide on infrastructure servers and release notes are mandatory deliverables apart from Source code & Build guides.
- i) For products already developed, for which the empanelled vendor holds the IPR, Bank may purchase the IPR/ purchase perpetual licenses/ purchase subscription or implement escrow arrangement within the overall project outlay specified as per the prevailing policy of the Bank
- j) The product may be deployed on either CAPEX or OPEX Model based on the requirements of the Bank.
- k) The entity must ensure to comply with the Digital Personal Data Protection ACT,2023 and amendments and other existing regulations/laws on consumer data protection and privacy.
- l) There should be adequate safeguards built in its IT systems to ensure that it is protected against unauthorized access, alteration, destruction and disclosure. Selected Bidders should submit the latest certifications before empanelment as applicable to this effect.
- m) The solution offered by the company should not violate any Intellectual Property Rights. The bidder is solely responsible for any violation of intellectual Property Rights.

We hereby comply with each point of the above scope of work without any deviations.

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 and Vendor Management Vertical,
Technology Services Wing,
Naveen Complex,
14 M G Road,
Bengaluru - 560 001, Karnataka.

Sub: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026

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 and Vendor Management Vertical,
 Technology Services Wing,
 Naveen Complex,
 14 M G Road,
 Bengaluru - 560 001, Karnataka.

SUB: Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026.

We _____ (Company Name) had participated in the EOI for **Expression of Interest for Empanelment of FINTECH Companies for a period of 2 Years in Canara Bank.**

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

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 FINTECH Companies for a period of 2 Years in Canara Bank

Ref: EOI 07/2025-26 dated 26/03/2026.

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: