

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	<u>1. BID SCHEDULE</u>		Last Date and Time for Submission of Bids - 29/04/2019, Monday upto 3.00pm	Request Bank to extend the bid submission date for atleast 3 weeks	Bidder to comply with RFP terms.
2	10	<u>B. INTRODUCTION</u>	4. Objective:	4.1. The objective of this RFP is to implement Early Warning Signals (EWS) in Bank as a part of the monitoring function. The Solution deployed should be in line with Government /Regulatory /Anti Money Laundering requirements as prescribed from time to time.	Please clarify this objective, how EWS solution for credit monitoring should be in line with Anti Money Laundering requirements.  Bank already have separate system for meeting the Anti Money Laundering requirements. Please confirm.	Bidder to comply with RFP terms.
3	10	<u>B. INTRODUCTION</u>	4. Objective:	4.2. The Solution will have to be upgraded by the vendor free of cost any time in the event of new scenarios or developing EWS/any changes/modification/new regulatory requirements or reporting requirements which warrants the Bank's compliance during the contract period.	Request the bank to modify the clause as given below,  Any additions/changes in the scope of EWS after the go-live of solution shall be taken up through change management process based on mutually agreed rates and terms.	Bidder to comply with RFP terms.
4	10	<u>B. INTRODUCTION</u>	4. Objective:	4.2. The Solution will have to be upgraded by the vendor free of cost any time in the event of new scenarios or developing EWS/any changes/modification/new regulatory requirements or reporting requirements which warrants the Bank's compliance during the contract period.	Upto Go Live, upgradation can be free of cost; however, after Go Live, same may be made with cost to be decided mutually.	Bidder to comply with RFP terms.
5	10	<u>B. INTRODUCTION</u>	4. Objective:	4.2. The Solution will have to be upgraded by the vendor free of cost any time in the event of new scenarios or developing EWS/any changes/modification/new regulatory requirements or reporting requirements which warrants the Bank's compliance during the contract period.	Request you to rephrase it as: The solution will have to be upgraded by the vendor free of cost any time <b>limited to any regulatory changes and regulatory reporting towards EWS.</b>	Bidder to comply with RFP terms.
6	11	<u>B. INTRODUCTION</u>	4. Objective:	4.5. To achieve the objective, Bank intends to implement a robust and highly scalable "Early Warning Signals (EWS) Solution" with the required infrastructure (Software and hardware) to support all the business, technical and functional requirements related to monitoring function. The approximate number of accounts will be over and above 15000.	Please mention exposure size of the accounts covered under EWS .	Rs 100 lacs & above for the time being but it may be further reduced to Rs 25 lacs also , hence provision should be there to manage the same.

7	11	<u>B. INTRODUCTION</u>	4. Objective:	4.5. To achieve the objective, Bank intends to implement a robust and highly scalable "Early Warning Signals (EWS) Solution" with the required infrastructure (Software and hardware) to support all the business, technical and functional requirements related to monitoring function. The approximate number of accounts will be over and above 15000.	Costs charged by third parties like MCA etc. would be charged separately or will be taken care of by the bank?	Bidder to comply with RFP terms.
8	11	<u>B. INTRODUCTION</u>	4. Objective:	4.5. To achieve the objective, Bank intends to implement a robust and highly scalable "Early Warning Signals (EWS) Solution" with the required infrastructure (Software and hardware) to support all the business, technical and functional requirements related to monitoring function. The approximate number of accounts will be over and above 15000.	Please share expected number of users working on this solution from the Head Office and the expected concurrency. Please provide the number of accounts to be monitored for EWS and the number of transactions done in the accounts. Number of years for which sizing is required and accordingly expected growth rate across each of the above metric	Bidder to comply with RFP terms.
9	11	<u>B. INTRODUCTION</u>	4. Objective:	4.5. To achieve the objective, Bank intends to implement a robust and highly scalable "Early Warning Signals (EWS) Solution" with the required infrastructure (Software and hardware) to support all the business, technical and functional requirements related to monitoring function. The approximate number of accounts will be over and above 15000.	Details of number of accounts to be placed on EWS with breakup amongst - Corporate / SME / MSME / Retail. Kindly also share an estimate on YoY % increase in each of the categories.	Bidder to comply with RFP terms.
10	11	<u>B. INTRODUCTION</u>	4. Objective:	4.6. The purpose of this RFP is to obtain competitive proposals for supply of solution that meet the Enhanced Access and Service Excellence (EASE) compliance requirements. The Early Warning Signals (EWS) solution deployed should meet the Technical & Functional Specifications (TFS) as per Annexure-7. Any upgradation or modification required by the Bank till the time of Go-Live and thereafter any upgradation/updates or modification required as per the requirement of RBI or IBA or FIU-IND or any regulator to be provided free of cost by the vendor.	Request the bank to modify the clause as given below,  Any additions/changes in the scope of EWS after the go-live of solution shall be taken up through change management process based on mutually agreed rates and terms.	Bidder to comply with RFP terms.

11	11	<u>B. INTRODUCTION</u>	4. Objective:	4.6. The purpose of this RFP is to obtain competitive proposals for supply of solution that meet the Enhanced Access and Service Excellence (EASE) compliance requirements. The Early Warning Signals (EWS) solution deployed should meet the Technical & Functional Specifications (TFS) as per Annexure 7. Any upgradation or modification required by the Bank till the time of Go-Live and thereafter any upgradation/updates or modification required as per the requirement of RBI or IBA or FIU-IND or any regulator to be provided free of cost by the vendor.	Upto Go Live, upgradation can be free of cost; however, after Go Live, same may be made with cost to be decided mutually.	Bidder to comply with RFP terms.
12	12	<u>B. INTRODUCTION</u>	6. Participation Methodology:	6.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.	Can a Principal/OEM/OSD allowed to partner through multiple bidders to increase the chance of winning the RFP. Please confirm.	Bidder to comply with RFP terms.
13	12	<u>B. INTRODUCTION</u>	7. Infrastructure:	7.2. Bank will provide Database (If proposed solution supports Oracle Database and same will be provided by bank as Bank is having ULA (Unlimited License Agreement) for Oracle database). Rest of the requirement to be supplied by the Bidder to make the system live. Though Bank is providing the licenses for Databases i.e. Oracle. But all necessary support related to database, Bidder has to provide. Bank will not provide any database OEM or other support. Bidder should provide all software. Bank will also provide Trend Micro Deep Security Antivirus.	Bank will provide ATS for Oracle Database during the contract (covering warranty and AMC) period.  Please confirm.	Yes. Bidder to comply with RFP terms.

14	12	<u>B. INTRODUCTION</u>	7. Infrastructure:	7.2. Bank will provide Database (if proposed solution supports Oracle Database and same will be provided by bank as Bank is having ULA (Unlimited License Agreement) for Oracle database). Rest of the requirement to be supplied by the Bidder to make the system live. Though Bank is providing the licenses for Databases i.e. Oracle. But all necessary support related to database, Bidder has to provide. Bank will not provide any database OEM or other support. Bidder should provide all software. Bank will also provide Trend Micro Deep Security Antivirus.	Bidders using Database other than Oracle will be put to disadvantage, as the Bank has already incurred the cost for procuring Oracle, but as of now, cost of Licence is being considered as Zero. Hence we request that the cost of Database may be removed from the Bill of Material and same may be procured by the Bank separately.	Bidder to comply with RFP terms.
15	12	<u>Infrastructure</u>	7. Infrastructure:	7.3. The selected bidder has to provide Hardware sizing to run the proposed application and other environmental or related software along with technical proposal. The Hardware intended to be sized by the bidder for porting the EWS Application should be able to process 1000 Loan Accounts at any point of time seamlessly and adhere to the hardware utilization parameters mentioned in this document.	Please elaborate if we need to procure the hardware or will the bank procure the hardware based on the specification provided by the bidder	Please refer Section-C, Clause 1.3 of Page 14 and point (g) of Annexure-11.
16	12	<u>B. INTRODUCTION</u>	7. Infrastructure:	7.5. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses which Bank may incur on account of such upgrades / replacements.	Bidder on their part will provide recommendation on the hardware sizing. Will the Bank vet the infra proposed? Will there be further discussion on cohesively analyzing the proposed infra v/s the infra available which could be extended? Could you also specify performance/service levels the Bank stipulates?	Bidder to comply with RFP terms.
17	13	<u>B. INTRODUCTION</u>	10. Training:	10.1. Bidder has to provide training in 2 batches for 6 days (i.e. 3days a batch). Each batch consists of 25 officials. The training should be on the proposed Solution from OEM/OSD directly at Bangalore at Bank's premises.	1 Please let us know SI have to organise the training or deliver the training to bank officials. 2. We suggest SI should deliver the training as they have a view on overall view on delivered solution.	Bidder to comply with RFP terms.
18	13	<u>B. INTRODUCTION</u>	10. Training:	10.3. Trainer should be well experienced and must have industry certification	Please elaborate on the required certifications.	Bidder to comply with RFP terms.

19	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	1. Supply, Implementation & Commissioning:	1.2. Bidder has to submit Business Requirement Document (BRD) and System Requirement Specification (SRS) within 21 days from the date of issuance of order / 15 days from the date of acceptance of the order whichever is earlier.	Timelines for SRS depends on the continuous availability of Bank level resources. Hence the 15 days may be extended to 30 days, with continuous availability of Bank resources.	Bidder to refer Amendment-2 for the subject clause.
20	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	1. Supply, Implementation & Commissioning:	1.3. Bidder has to supply, install, customize, integrate and implement the customized solution (including software, hardware, database, OS and other required software) within 3 months from the date of acceptance of the order.	Considering the functional and technical specifications of the RFP, it is practically not possible to implement EWS within 3 months.  We request the bank to consider these project timelines: 45 days for BRD/SRS 90 days for customization & installation, 140 days for Data collection & Integration 45 days for UAT 45 days for Go-live TOTAL: 365 days/ 12 MONTHS	Bidder to refer Amendment-2 for the subject clause.
21	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	1. Supply, Implementation & Commissioning:	1.4. Bidder has to complete Data Collection and Migration of Data within 15 days from the date of implementation of the solution.		Bidder to refer Amendment-2 for the subject clause.
22	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	1. Supply, Implementation & Commissioning:	1.4. Bidder has to complete Data Collection and Migration of Data within 15 days from the date of implementation of the solution.	15 days time limit for completion of Collection and Migration of Data ay be changed to 45 days.	Bidder to refer Amendment-2 for the subject clause.
23	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	1. Supply, Implementation & Commissioning:	1.5. Bidder has to complete User Acceptance Test and Pilot Run within 1 month from the date of completion of Data Collection and Data Migration.		Bidder to refer Amendment-2 for the subject clause.
24	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	1. Supply, Implementation & Commissioning:	1.5. Bidder has to complete User Acceptance Test and Pilot Run within 1 month from the date of completion of Data Collection and Data Migration.	UAT and Pilot Run requires continuous involvement of Bank resources and the timeline depends highly on this aspect. Therefore, the time limit may be revised to 2 months and subject to continuous availability of Bank Resources.	Bidder to refer Amendment-2 for the subject clause.

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25	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	1. Supply, Implementation & Commissioning:		This timeline is subject to study of the internal systems of the bank, data quality etc. At least 180 days of build is required to integrate with internal data systems and configure rules for alert generation	Bidder to refer Amendment-2 for the subject clause.
26	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	2. Integration & Interfaces:	2.1. The selected bidder has to work with M/s IBM, system integrator of our CBS for agent deployment, policy creation and configuration in CBS servers.	Is IBM going to provide for enterprise connectors? Need clarity on SLAs with IBM.	Bidder to comply with RFP terms.
27	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	2. Integration & Interfaces:	2.1. The selected bidder has to work with M/s IBM, system integrator of our CBS for agent deployment, policy creation and configuration in CBS servers.	Will the Bank ensure IBM provides a dedicated SPOC/Team from IBM who will assist in the integration of EWS with CBS?	Bidder to comply with RFP terms.
28	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	3. Security:	3.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.	Assumption, bank will provide the hardning and relevent documents and SI will do configuration as per bank standard. Pls confirm	Bidder to comply with RFP terms.
29	15	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	3. Security:	3.7. Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.	Can the Bank share its Information Security/Cyber Security Policy as a precursor to ensure we can assure 100% compliance?	It will be shared with the selected Bidder.
30	15	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:		Penalties proposed are suitable for solutions like CBS. EWS solution is dependant on various external systems/sources and analyses very large data including those from the Bank. Any disruption at any source can result in disruption in EWS solution too. With the proposed penalties, the TCO for the bidder will be too high. Hence, we request you to revise the penalties/damages suitably.	Bidder to comply with RFP terms.
31	16	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	6.7. Any financial loss to the Bank on account of fraud taking place due to Successful Bidder, its employee or their services provider's negligence shall be recoverable from the Successful Bidder along with damages if any with regard to the Bank's reputation and goodwill.	Bidder will not be involved in the operations of EWS for credit monitoring at Canara Bank post the implementation phase. Please clarify the applicability of this clause.	Bidder to comply with RFP terms.

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32	16	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages: Read with clause 8-8. Security Deposit / Performance Bank Guarantee:		We suggest deleting the clause. We should either accept giving PBG or accept Penalty/LD provisions under the contract.	Bidder to comply with RFP terms.
33	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:	<ol style="list-style-type: none"> <li>1. Delivery of Hardware/Software - 20%</li> <li>2. Installation, configuration, integration and customization of Early Warning Signals (EWS) Solution for UAT/ development - 20%</li> <li>3. UAT signoff of proposed Solution - 10%</li> <li>4. Go Live - 20%</li> <li>5. After 3 months of Successful Go Live Setup and Go Live DR Site - 20%</li> <li>6. Warranty - 10%</li> </ol>	<p>The proposed payment terms in the RFP generate negative cashflow for the project.</p> <p>Request the bank to consider below payment terms for EWS Software,</p> <p>On execution of contract &amp; submission of PBG - 25%</p> <p>On completion of BRD &amp; installation of EWS solution - 25%</p> <p>On completion of UAT - 40%</p> <p>On go-live - 10%</p> <p>Bidder has to pay 100% advance to procure the hardware, OS, Database and other Software which are third party items.</p> <p>Request the bank to consider below payment terms for Hardware, Software, OS, Database, etc,</p> <p>On delivery &amp; successful installation - 90%</p> <p>On go-live of solution - 10%</p>	Bidder to comply with RFP terms.

34	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:		<p>We suggest including the below clause:- 4.4 In the case of on-going Services, CRIS may by at least 3 months' prior written notice revise the Fees. If CRIS increases the Fees for a Service by more than the 10% over the Fees applicable immediately before such increase: (a) Client may terminate the affected Service by giving a cancellation notice within 1 month from CRIS's notice referred to above; and (b) such Client termination shall take effect from the effective date the increase in Fees. Upon any such increase in Fees, CRIS will invoice Client for any amounts not invoiced for the period starting the effective date of the increase in Fees and until the end of the then current one-year period of the Term.</p> <p>4.5 The fees and any amounts payable under the Order Form are exclusive of all applicable taxes (including GST), levies, duties etc. Any such tax will be charged over and above the fees and amounts payable to CRIS under the Order Form. The GST registration number ("GSTIN") provided by the Client will be used by CRIS for filing of the GST returns.</p> <p>4.6 With regards to the applicability of</p>	Bidder to comply with RFP terms.
35	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:		<p>Request you to rephrase it as: On completion of stage 1 30% of the cost to be paid. On completion of stage 2 30% of the cost to be paid. On completion of stage 3 10% cost to be paid. On completion of stage 4 10% cost to be paid. On completion of stage 5 10% cost to be paid. On completion of stage 6 10% of cost to be paid.</p> <p><b>Also, request to pay 100% hardware and any software cost other than EWS by the end of stage 1.</b></p>	Bidder to comply with RFP terms.



36	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:		Is the first tranche of 20% on delivery of hardware and softwares needed to work on the EWS Integration, Customisation and Implementation ?	Bidder to comply with RFP terms
37	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:		Delivery of Hardware/Software : 100% On delivery of Hardware/Software and on production of relevant documents. As we have to pay 100% to the OEM while Placing an PO for the Hardware and Software.	Bidder to comply with RFP terms.
38	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:		Installation, configuration, integration and customization of 80% Early Warning Signals (EWS) Solution for UAT/ development	Bidder to comply with RFP terms.
39	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:		UAT signoff of On proposed Solution UAT signoff of proposed solution on 10% production of relevant documents.	Bidder to comply with RFP terms.
40	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:		Go Live 10% On Go Live of proposed solution on production of relevant documents.	Bidder to comply with RFP terms.
41	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:		This Don't required , as system will be go live and any changes will be taken care during support period.	Bidder to comply with RFP terms.
42	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:		Annual Technical Support (ATS) The amount should be payable quarterly in Advance.	Bidder to comply with RFP terms.
43	18	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	9. Escrow arrangement during Contract period:	9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc. , can be finalized at the time of lodging the software for escrow.	The source code for base version of the product/platform is not required under Escrow agreement. Only customization done for Canara bank need to be placed under Escrow agreement.  Please confirm	Bidder to comply with RFP terms.

44	18	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	9. Escrow arrangement during Contract period:	9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.	We suggest the following:- 1) either replace 30 days with 90 days or 2) delete the following line: <i>along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow.</i>	Bidder to comply with RFP terms.
45	18	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	9. Escrow arrangement during Contract period:	9.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.	Please clarify whether bank will enter into escrow agreement with the OEM of EWS software or bidder.	Bidder to comply with RFP terms.
46	18	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	9. Escrow arrangement during Contract period:	9.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.	1) Delete:- either default 2) Delete:-or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore. <b>Note:-</b> The source code will be due to release only in the case of insolvency.	Bidder to comply with RFP terms.
47	19	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	9. Escrow arrangement during Contract period:		As the Escrow related requirement is from bank's end, we request the bank to borne the cost for this engagement.	Bidder to comply with RFP terms.
48	21	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	15. Subcontracting:	The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.	We suggest deleting the same.	Bidder to comply with RFP terms.

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49	21	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	16. Defect liability:	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	Not applicable to the SOW and hence we suggest deleting the same.	Bidder to comply with RFP terms.
50	33	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	2. Proposal Ownership:	The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the Bidder's proposal is important to the evaluation and selection process, it is necessary that, the bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/Annexures to this RFP shall form integral part of the RFP.	We suggest deleting:- The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank.	Bidder to comply with RFP terms.

51	33	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	3. Project Ownership:	<p>3.1. If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance &amp; support of all hardware and software related to Procurement, implementation and maintenance of Early Warning Signals (EWS) Solution for Credit Monitoring in Canara Bank which are relevant to this RFP.</p> <p>3.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party is also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.</p>	Reference to Hardware to be deleted	Bidder to comply with RFP terms.
52	33	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	3. Project Ownership:	<p>3.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party is also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.</p>	Please confirm whether bidder can appoint third party for the execution of contract in full or partial by way of sub-contracting.	Bidder to comply with RFP terms.
53	33	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	3. Project Ownership:	<p>3.3. The Bidder also has to submit a certificate/Letter from OSD that the proposed Hardware, OS, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles.</p>	Not applicable to the SOW and hence we suggest deleting the same.	Bidder to comply with RFP terms.

54	34	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	6. Effective Date:	6.1. The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion.	Suggest including the additional line as suggested in <i>RED</i>	Bidder to comply with RFP terms.
55	34	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	6. Effective Date:	6.2. Failure to accept the order within seven days from the date of receipt of the order, makes the EMD liable for forfeiture at the discretion of the Bank. Thereafter the Bank shall be at liberty to proceed with procurement from the other Bidders within the purview of the same RFP by calling for fresh commercial quotes from the bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid.	Suggest including the additional line as suggested in <i>RED</i> .	Bidder to comply with RFP terms.
56	34	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	8. Security Deposit / Performance Bank Guarantee, Read with Clause 11.6		We suggest Client to either impose penalty/LD or demand PBG. Please clarify with LD/Penalty be also charged over and above the PBG invocation	Bidder to comply with RFP terms.
57	35	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	10. Pricing:	10.1. The Price offered to the Bank must be in Indian Rupees inclusive of all taxes and duties but Exclusive of GST. The Vendor has to quote the applicable taxes separately in the Bill of Material.	Please clarify the difference between "Taxes" and "GST"	Bidder to comply with RFP terms.
58	35	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	9. Execution of Agreement:		Need clarity- By stamped it means paying Stamp Duty? If yes then we suggest such costs be incurred by Client as this forms part of Client requirement.	Bidder to comply with RFP terms.

59	36	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	11. Order Cancellation/Termination of Contract:		<p>We request relaxing the Unilateral right with Client to terminate at convenience .We suggest including the below clause:-</p> <p>Bidder may terminate:</p> <p>(a) the Contract upon 7 days' prior written notice to Client if Client materially breaches any licence restrictions set forth in this Contract or BIDDER's intellectual property rights in the Service or BIDDER Materials, and such breach is not cured by Client within the notice period stated afore;</p> <p>(b) on written notice, should BIDDER's rights to receive and/or distribute any third party software or material be terminated which would affect provision of Services under the Contract.</p> <p>A termination of this Contract shall not limit a party's rights as shall have accrued up to the effective date of termination (for the avoidance of doubt, where BIDDER terminates under this clause, Client's licence to use the Software and the right to receive related Services shall terminate).</p> <p>Post termination.</p> <p>(a) Where the termination applies to an Contract under which Software was supplied</p>	Bidder to comply with RFP terms.
60	36	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	11. Order Cancellation/Termination of Contract:	<p>11.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits &amp; at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.</p>	<p>Only if the Bidder despite receiving notice from the Bank doesn't perform satisfactorily</p>	Bidder to comply with RFP terms.

61	36	<u>F. OWNERSHIP &amp; AWARDING OF CONTRACT</u>	11. Order Cancellation/Termination of Contract:	11.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.	We request the bank to delete this clause Does this means Client can deduct from any amount that stands outstanding?	Bidder to comply with RFP terms.
62	37	<u>G. GENERAL CONDITIONS:</u>	4. Human Resource Requirement	The Bidder by executing the agreement shall be deemed to have unconditionally agreed as under:	We request the bank to replace this with:- The Bidder as per the requirement of this Agreement agrees to :-	Bidder to comply with RFP terms.
63	38	<u>G. GENERAL CONDITIONS:</u>	6. Inspection of Records	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.	We request the bank to delete this provision.	Bidder to comply with RFP terms.
64	38	<u>G. GENERAL CONDITIONS:</u>	7. Negligence	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	We request this to be deleted in entirety or Bidder shall at all times act in good faith and be in compliance with the terms and conditions of this Sgreement. Including the line as highlighted in RED gives right to Bank to deviate from the SOW. 2) Suggest including despite giving 30 days notice.	Bidder to comply with RFP terms.
65	39	<u>G. GENERAL CONDITIONS:</u>	8. Assignment	8.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Vendor under this RFP.	In any case number of users cannot exceed 1000 count. For additional users requirement for EWS over and above 1000 count, bank shall procure additional users license. Please confirm.	Bidder to comply with RFP terms.

66	39	<u>G. GENERAL CONDITIONS:</u>	8. Assignment	<p>8.1. The vendors shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.</p> <p>8.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Vendor under this RFP.</p>	Suggest deleting clause 8.1 and making clause 8.2 mutual.	Bidder to comply with RFP terms.
67	39	<u>G. GENERAL CONDITIONS:</u>	9. Publicity	Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.	We should be allowed to refer Clients name for marketing purposes.	Bidder to comply with RFP terms.
68	39	<u>G. GENERAL CONDITIONS:</u>	10. Insurance	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	Request the bank to delete this as it is not applicable to the software being procured.	Bidder to comply with RFP terms.



69	40	<u>G. GENERAL CONDITIONS:</u>	12. Intellectual Property Rights		<p>Referenc to Harware to be deleted as the same is not applicable to the SOW. We suggest including the below clause: Bank acknowledges that Bidder is the exclusive owner of all title and interest in the Services including, without limitation, (i) the Software and any related Documentation; (ii) any Releases , Software Updates, Software Upgrades and any other corrections, modifications, enhancements and derivative and collective works thereof; (iii) any other software or materials owned by Bidderand provided to Client under this Agreement; (iv) any logos, trademarks, brands, brand features and other identifiers (BidderBrands); (collectively, Bidder Materials), regardless of any participation, suggestion or collaboration by Client in the design, development or implementation of any such Bidder Materials, and that Bidder and its licensors are the owners and holders of all copyrights, and patent, trademark, trade secret and other proprietary rights in the BidderMaterials (collectively, Proprietary Rights), and reserve all such Proprietary Rights to themselves. Bank only has limited licence to use the relevant</p>	Bidder to comply with RFP terms.
70	40	<u>G. GENERAL CONDITIONS:</u>	13. Confidentiality and Non-Disclosure		<p>To be made mutual. Further we suggest deleting clause 13.2 as we might refer Bank as our Client in Marketing related presentations.</p>	Bidder to comply with RFP terms.

71	40	<u>G. GENERAL CONDITIONS:</u>	14. Indemnity	<p>14.1. The bidder 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:</p> <p>14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder</p>	The contents of this clause are too wide and considering the nature of services we suggest including only IPR infringement under the indemnity clause provisions.	Bidder to comply with RFP terms.
72	40	<u>G. GENERAL CONDITIONS:</u>	14. Indemnity	<p>14.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p>14.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>14.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.</p> <p>14.2.3. All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder 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.</p>	We suggest deleting clause 14.2.1 and clause 14.2.2. We can not provide for perpetual indemnity and further provide for unlimited liability.	Bidder to comply with RFP terms.

73	40	<u>G. GENERAL CONDITIONS:</u>	14. Indemnity		<p>Suggest including the below clause:- We suggest indemnity to be given only against IPR Infringement.</p> <p>BIDDER Infringement Indemnification. BIDDER will defend and indemnify Client from and against any costs, claims, damages or expenses directly incurred (and reasonable attorneys' fees in connection therewith), as well as amounts awarded in a settlement or by a court (collectively, "Loss"), arising from any claim or allegation by a third party that the Software infringes or misappropriates (i) a valid patent of a third party issued prior to the Commencement Date, or (ii) any copyright or trade secret right of a third party (collectively, "IP Infringement Claims"); provided, however, that with respect to any third party software or materials provided hereunder, BIDDER will defend and indemnify Client from any Loss arising out of any claim or allegation by a third party that BIDDER failed to obtain the rights from such third party to licence the use of such third party software or material for purposes of this Agreement.</p> <p><del>Notwithstanding the foregoing, if the</del></p>	Bidder to comply with RFP terms.
74	41	<u>G. GENERAL CONDITIONS:</u>	15. Force Majeure	15.1. The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.	Suggest including the content as highlighted in RED	Bidder to comply with RFP terms.
75	41	<u>G. GENERAL CONDITIONS:</u>	15. Force Majeure	15.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.	Include after - on the part of Bidder - Bidder /Bank	Bidder to comply with RFP terms.

76	41	<u>G. GENERAL CONDITIONS:</u>	15. Force Majeure	<p>15.3. In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.</p>	<p>We request the bank to Delete-Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure. 2) Include:-Any event of force majeure that continues for more than 90 days shall entitle the other party to terminate the Agreement upon serving notice on the party whose performance has been so impacted.</p>	Bidder to comply with RFP terms.
77	41	<u>G. GENERAL CONDITIONS:</u>	16. Responsibilities of the Bidder	<p>16.5. The Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution proposed by the Bidder. The Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Bank. The Bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP. the</p>	<p>We suggest deleting the below:-The Bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution proposed by the Bidder. The Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Bank. The Bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and</p>	Bidder to comply with RFP terms.

78	43	<u>G. GENERAL CONDITIONS:</u>	21. Modification/Cancellation of RFP	The bank reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected 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/cancellation.	We suggest deleting this clause	Bidder to comply with RFP terms.
79	43	<u>G. GENERAL CONDITIONS:</u>	22. Social Media Policy		Business to review the policy and confirm adherence to the same. Also get the same verified by Compliance team.	Bidder to comply with RFP terms.
80	44	<u>G. GENERAL CONDITIONS:</u>	24. Legal Disputes and Jurisdiction of the court	24.1. The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.	We suggest either to make clause 24.1 mutual or eliminate it in entirety.	Bidder to comply with RFP terms.

81	52	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b>b. Eligibility Criteria:</b> Bidder shall be the Original Equipment Manufacturer (OEM)/Original Software Developers (OSD)/ Original Software Owner (OSO) of the Solution (OR) An authorized dealer.</p> <p><b><u>Documents to be submitted for Eligibility Criteria Compliance:</u></b> If the applicant is a OEM/OSD/OSO, an Undertaking Letter has to submitted in this effect.</p> <p>If the bidder is an Authorised Dealer, an Authorisation letter from their OEM &amp; OSD/OSO to deal/market their product in India and it should be valid for a minimum period of 6 years from the date of submission of the Bid.</p>	Request you to rephrase it as: Bidder shall be the Original Equipment Manufacturer (OEM)/Original Software Developers (OSD)/ Original Software Owner (OSO) of the Solution (OR) An authorized dealer OR a consortium.	Bidder to comply with RFP terms.
82	52	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b>c. Eligibility Criteria:</b> The Bidder should have minimum average turnover of Rs. 10.00 Crores for the last three financial years (i.e. 2015-16, 2016-17 and 2017-18) from Indian Operations. This must be the individual company turnover and not of any group of companies.</p> <p><b><u>Documents to be submitted for Eligibility Criteria Compliance:</u></b> Bidder has to submit Audited Balance Sheet for last 3 Years (i.e. 2015-16, 2016-17 and 2017-18). AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	Request bank to make it 9 cr for all 3 years.	Bidder to refer Amendment-2 for the subject clause.

83	52	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b><u>c. Eligibility Criteria:</u></b> The Bidder should have minimum average turnover of Rs. 10.00 Crores for the last three financial years (i.e. 2015-16, 2016-17 and 2017-18) from Indian Operations. This must be the individual company turnover and not of any group of companies.</p> <p><b><u>Documents to be submitted for Eligibility Criteria Compliance:</u></b> Bidder has to submit Audited Balance Sheet for last 3 Years (i.e. 2015-16, 2016-17 and 2017-18). AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	<p>It is submitted that the annual turnover of at least Rs.10 Crore may be modified to Rs.4 crore. A reference is also invited to the Ministry of MSME instructions vide F.No. 22(1)/2003/EP&amp;M dated 29.7.2003, where in it is mentioned that mandatory minimum turnover should not be imposed on SSI units</p>	<p>Bidder to refer Amendment-2 for the subject clause.</p>
84	53	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b><u>e. Eligibility Criteria:</u></b> The proposed solution should have been implemented in at least One Scheduled Commercial Bank in India as on RFP date.</p> <p><b><u>Documents to be submitted for Eligibility Criteria Compliance:</u></b> The Bidder has to provide order copy/reference Letter duly mentioning the solution name to this effect.</p>	<p>Request bank to remove this clause</p>	<p>Bidder to refer Amendment-2 for the subject clause.</p>

85	53	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b><u>e. Eligibility Criteria:</u></b> The proposed solution should have been implemented in at least One Scheduled Commercial Bank in India as on RFP date.</p> <p><b><u>Documents to be submitted for Eligibility Criteria Compliance:</u></b> The Bidder has to provide order copy/reference Letter duly mentioning the solution name to this effect.</p>	<p>It is submitted that EWS being a new requirement, many Banks may not have gone live and to ensure the participation of FinTech / Start-up companies / MSMEs , ( as stipulated / directed by Govt. of India- copy of Guidelines enclosed ) we request that the said clause may be either removed or modified as subject to satisfactory successful POC (Proof of Concept) from Commercial Banks, as eligibility criteria. As many requirements of EWS are similar to SMA identification &amp; Monitoring hence request to kindly include SMA identification &amp; Monitoring also as one of the eligibility criteria.</p>	<p>Bidder to refer Amendment-2 for the subject clause.</p>
86	53	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b><u>e. Eligibility Criteria:</u></b> The proposed solution should have been implemented in at least One Scheduled Commercial Bank in India as on RFP date.</p> <p><b><u>Documents to be submitted for Eligibility Criteria Compliance:</u></b> The Bidder has to provide order copy/reference Letter duly mentioning the solution name to this effect.</p>	<p>Request you to rephrase it as: <b>The proposed solution/Internal Credit Rating Solution/ Risk Management Solution</b> should have been implemented in at least one Scheduled Commercial bank in India as on RFP date.</p>	<p>Bidder to refer Amendment-2 for the subject clause.</p>
87	53	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b><u>e. Eligibility Criteria:</u></b> The proposed solution should have been implemented in at least One Scheduled Commercial Bank in India as on RFP date.</p> <p><b><u>Documents to be submitted for Eligibility Criteria Compliance:</u></b> The Bidder has to provide order copy/reference Letter duly mentioning the solution name to this effect.</p>	<p>Request to modify "The bidder has to provide order copy/reference letter duly mentioning the solution name. Order copy can be from OEM or the bidder"</p>	<p>Bidder to refer Amendment-2 for the subject clause.</p>



88	53	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b>f. Eligibility Criteria:</b> The applicant shall have support office in Bengaluru and in any metro cities for 24x7 support</p> <p><b>Documents to be submitted for Eligibility Criteria Compliance:</b> The Bidder has to provide their existing service center infrastructure details like local Contact Person Name , Address , Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer.</p>	Request you to rephrase it as: The applicant shall have <b>support office/ Partner Company in Bengaluru or in any metro cities</b> for 24x7 support.	Bidder to comply with RFP terms
89	53	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b>g. Eligibility Criteria:</b> Bidder should have valid ISO 9000/9001 or ISO/IEC 27001 certification for IT related activities.</p> <p><b>Documents to be submitted for Eligibility Criteria Compliance:</b> Bidder should submit copy of the ISO 9000/9001 or ISO/IEC 27001 Certificate.</p>	Request bank to remove this clause	The subject RFP Clause stands deleted.
90	53	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b>g. Eligibility Criteria:</b> Bidder should have valid ISO 9000/9001 or ISO/IEC 27001 certification for IT related activities.</p> <p><b>Documents to be submitted for Eligibility Criteria Compliance:</b> Bidder should submit copy of the ISO 9000/9001 or ISO/IEC 27001 Certificate.</p>	We request that ISO 9001-2015 certification may also be considered.	The subject RFP Clause stands deleted.

91	58	<u>Annexure-6 Non-Disclosure Agreement</u>			<p>1) Delete:- or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said solution. 2) Include the following provisions:- 1.1 The parties understand and agree that in the performance of this Agreement each party may have access to Confidential Information of the other party. For purposes of this Agreement, "Confidential Information" shall mean (in the case of BIDDER, Software, Documentation, relevant Services and) information or data (i) that is marked or identified clearly as confidential by the disclosing party; or (ii) in respect of which the receiving party has received from the disclosing party specific written notice of its proprietary and confidential nature, either prior to or concurrently with the disclosure. Neither party shall disclose, directly or indirectly, in whole or in part, to any third party, any Confidential Information which it receives from the other party, except that any such information may be disclosed to a party's employees, representatives, agents or advisors (i) to the extent that party reasonably determines such disclosure to be necessary; and (ii) provided that the</p>	Bidder to comply with RFP terms.
92	60	<u>Annexure-7 Functional and Technical Requirements for Procurement, implementation and maintenance of Early Warning Signals (EWS) Solution for Credit Monitoring in Canara Bank</u>	<p>A. Functional Requirements: Data Integration Capabilities: Standardization and Data Quality</p>	<p>3. The EWSS should provide for transformation rules library that can be generic to a data source and which is reusable for creating other transformation rules. The transformation rules are expected to help clean, standardize, match and enhance data as it moves into the master reference file and is reused for downstream processes.</p>	<p>It is not part of standard EWS solution and relates to Data Warehouse Management. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	Bidder to comply with RFP terms.

*(Handwritten initials/signature)*

93	60	<p><u>Annexure-7 Functional and Technical Requirements for Procurement, implementation and maintenance of Early Warning Signals (EWS) Solution for Credit Monitoring in Canara Bank</u></p>	<p>A. Functional Requirements: Data Integration Capabilities: Standardization and Data Quality</p>	<p>6. EWS should have user interfaces for Data Profiling, Data Standardization, and Clustering and Data Augmentation capabilities. In Data Profiling it should be able to conduct the following analysis: 6.1 Structure discoveries 6.2 Frequency distribution 6.3 Pattern distribution 6.4 Various Statistical Analysis 6.5 Redundant Data Analysis</p>	<p>Do we have to provide a USER-INTERFACE to do enrichment and pre-upload analysis of the data flowing from various sources in the EWS Framework - which is to be like a satellite sub system.</p>	<p>Bidder to comply with RFP terms.</p>
94	60	<p><u>Annexure-7 Functional and Technical Requirements for Procurement, implementation and maintenance of Early Warning Signals (EWS) Solution for Credit Monitoring in Canara Bank</u></p>	<p>A. Functional Requirements: Data Integration Capabilities: Standardization and Data Quality</p>	<p>6. EWS should have user interfaces for Data Profiling, Data Standardization, and Clustering and Data Augmentation capabilities. In Data Profiling it should be able to conduct the following analysis: 6.1 Structure discoveries 6.2 Frequency distribution 6.3 Pattern distribution 6.4 Various Statistical Analysis 6.5 Redundant Data Analysis</p>	<p>It is not part of standard EWS solution and relates to Data Warehouse Management. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.</p>
95	60	<p><u>Annexure-7 Functional and Technical Requirements for Procurement, implementation and maintenance of Early Warning Signals (EWS) Solution for Credit Monitoring in Canara Bank</u></p>	<p>A. Functional Requirements: Data Integration Capabilities: Standardization and Data Quality</p>	<p>7. Should support data cleansing and de-duplication, duplicate suspect processing, house holding, with array of out-of-the- box standardization rules conform data to corporate standards or can build customized rules for special situations.</p>	<p>Do the bank expect a dedup and pre-emptive checks based on certain rules before the data is consumed into the EWS processing - for the alerts</p>	<p>Yes. Bidder to comply with RFP terms.</p>

96	60	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>Data Integration Capabilities: Standardization and Data Quality</p>	<p>7. Should support data cleansing and de-duplication, duplicate suspect processing, house holding, with array of out-of-the- box standardization rules conform data to corporate standards or can build customized rules for special situations..</p>	<p>It is not part of standard EWS solution and relates to Data Warehouse Management. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.</p>
97	60	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>Data Integration Capabilities: Standardization and Data Quality</p>	<p>8. Should have business rules and GUI's for automatic merging and manual merging.</p>	<p>It is not part of standard EWS solution and relates to Data Warehouse Management. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.</p>
98	60	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>Data Integration Capabilities: Standardization and Data Quality</p>	<p>9. The EWS should provide for Master Data Management with semantic data descriptions of input and output data sources uniquely identify each instance of a business element customer, account, etc. and standardize the master data to provide a single source of truth.</p>	<p>It is not part of standard EWS solution and relates to Data Warehouse Management. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.</p>

99	61	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>Text Mining</p>	<p>14. The proposed solution must have a utility capable of visualizing and extracting (text-mining) information relevant for the alerts from internal documents (such as stock audit reports, inspection reports, annual reports).</p>	<p>Do the bank expect a user definable data mining tool.</p>	<p>Subject solution should have provision to read documents and mine data.</p>
100	62	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>29. Solution should provide details of Legal litigations from Income Tax Appellate Tribunal and Customs, Excise And Service Tax Appellate Tribunal.</p>	<p>How do we get this data? Do the bank expect any integration with these agencies? What details bank is expecting to pull from these agencies.</p>	<p>Data sources will be provided by the Bank for integration.</p>
101	62	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>27. Solution should provide details of Legal litigations viz. Supreme Court, High Court and District Courts.                  28. Solution provide details of Legal litigations viz. DRT, NCLT etc.                  29. Solution should provide details of Legal litigations from Income Tax Appellate Tribunal and Customs, Excise And Service Tax Appellate Tribunal.                  30. Solution should provide details about charge details from MCA.</p>	<p>Please clarify if the required data subscriptions will be provided by the bank. The solution will generate early warning indicators based on this data from external agencies</p>	<p>Data source will be provided by the bank for integration.</p>

102	62	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements: EWS Rules and Analytical Capabilities</p>	<p>34. System should provide details of borrower's performance with other banks</p>	<p>This is subject to availability in public domain. Information, if any, available with the Bank can be incorporated into the system.</p>	<p>Data source will be provided by the Bank for integration.</p>
103	63	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements: EWS Rules and Analytical Capabilities</p>	<p>46. The EWSS must have facility to de-dupe information tagged to a particular entity</p>	<p>It is not part of standard EWS solution and relates to Data Warehouse Management. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.</p>
104	63	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements: EWS Rules and Analytical Capabilities</p>	<p>53. EWSS must have text mining analytics capability for analyzing negative news/sentiment from regulators sites (e.g. SEBI, BSE, and NSE etc.).</p>	<p>Please clarify if the required data subscriptions will be provided by the bank. The solution will generate early warning indicators based on this data from external agencies</p>	<p>Data source will be provided by the Bank for integration.</p>

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105	64	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements: EWS Rules and Analytical Capabilities</p>	<p>62. EWSS should automatically score the text for early warning indicators.</p>	<p>This requirement is not clear. Please explain the requirement in more detail</p>	<p>Bidder to comply with RFP terms.</p>
106	64	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements: EWS Rules and Analytical Capabilities</p>	<p>67. The proposed solution should include additional Text Mining features such as - Output lists of terms to drop/keep and term frequency counts, easy drag and drop between keep and drop terms, ability to apply customized start and stop lists (for terms to include/exclude from processing), ability to include custom-defined categories and custom concepts.</p>	<p>Request bank to provide use case for this requirement</p>	<p>Bidder to comply with RFP terms</p>
107	64	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements: EWS Rules and Analytical Capabilities</p>	<p>68. The proposed solution should provide in-built feature of Automated machine discovery to identify the core themes in the input document collection with associated relevance score.</p>	<p>Request bank to provide use case for this requirement</p>	<p>Bidder to comply with RFP terms</p>

108	64	<p><u>Annexure-7</u>  <u>Functional and</u>  <u>Technical</u>  <u>Requirements for</u>  <u>Procurement,</u>  <u>implementation and</u>  <u>maintenance of Early</u>  <u>Warning Signals (EWS)</u>  <u>Solution for Credit</u>  <u>Monitoring in Canara</u>  <u>Bank</u></p>	<p>A. Functional Requirements:  EWS Rules and Analytical Capabilities</p>	<p>68. The proposed solution should provide in-built feature of Automated machine discovery to identify the core themes in the input document collection with associated relevance score.</p>	<p>It is not part of standard EWS solution and involve high-end text mining products/tools, impacting cost of solution offered and timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.</p>
109	64	<p><u>Annexure-7</u>  <u>Functional and</u>  <u>Technical</u>  <u>Requirements for</u>  <u>Procurement,</u>  <u>implementation and</u>  <u>maintenance of Early</u>  <u>Warning Signals (EWS)</u>  <u>Solution for Credit</u>  <u>Monitoring in Canara</u>  <u>Bank</u></p>	<p>A. Functional Requirements:  EWS Rules and Analytical Capabilities</p>	<p>69. The proposed solution should include a Predefined list of concepts to automatically identify common definitions like company, person, date, location, time, etc. - without a need to add new rules for them.</p>	<p>It is not part of standard EWS solution, impacting cost of solution offered and timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.</p>
110	65	<p><u>Annexure-7</u>  <u>Functional and</u>  <u>Technical</u>  <u>Requirements for</u>  <u>Procurement,</u>  <u>implementation and</u>  <u>maintenance of Early</u>  <u>Warning Signals (EWS)</u>  <u>Solution for Credit</u>  <u>Monitoring in Canara</u>  <u>Bank</u></p>	<p>A. Functional Requirements:  EWS Rules and Analytical Capabilities</p>	<p>84. The proposed solution should enable identification of suspicious borrowers through a judicious mix of anomaly detection, business rules, predictive modeling and network analytics.</p>	<p>Request bank to provide use case for this requirement</p>	<p>Bidder to comply with RFP terms.</p>



111	65	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>85. The proposed solution should provide out-of-box entity analytics and direct intelligence analysts by showing measures of centrality in entity networks - such as closeness, betweenness and influence to highlight suspicious borrowers/directors.</p>	<p>It is not part of standard EWS solution. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.</p>
112	65	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>86. The proposed solution should help analysts to visualize complex network of relationships between entities - such as people, organizations, places/ locations, things and events over time and across multiple dimensions.</p>	<p>It is not part of standard EWS solution. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.</p>
113	65	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>87. The proposed solution should help analysts identify entity relationships that aren't obvious, traverse and query complex relationships, and uncover patterns and communities interactively.</p>	<p>It is not part of standard EWS solution. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.                  Capability should be made available.</p>

114	65	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>88. The proposed solution should have in-built modules for analysis of variance, multivariate analysis and statistical algorithms to build prediction models such as Linear, Logistic, Non-Linear and Quantile regression models, Generalized Linear models, Predictive partial least squares and Decision trees.</p>	<p>Request bank to provide use case for this requirement</p>	<p>Bidder to comply with RFP terms. Capability should be made available.</p>
115	66	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>90. The proposed solution should have in-built modules for Unsupervised learning with cluster analysis and mixed variable clustering.</p>	<p>Request bank to provide use case for this requirement</p>	<p>Bidder to comply with RFP terms. Capability should be made available.</p>
116	66	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>90. The proposed solution should have in-built modules for Unsupervised learning with cluster analysis and mixed variable clustering.</p>	<p>It is not part of standard EWS solution. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms. Capability should be made available.</p>

117	66	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>91. The proposed solution should in-built modules for modern machine learning algorithms to build predictive models - such as random forests, gradient boosting, artificial neural networks, support vector machines and factorization machines.</p>	<p>Request bank to provide use case for this requirement</p>	<p>Bidder to comply with RFP terms          Capability should be made available</p>
118	66	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>91. The proposed solution should in-built modules for modern machine learning algorithms to build predictive models - such as random forests, gradient boosting, artificial neural networks, support vector machines and factorization machines.</p>	<p>It is not part of standard EWS solution. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.          Capability should be made available.</p>
119	66	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>92. The proposed solution should provide a rich set of data mining algorithms that can be used for classification, regression, clustering, detection of outliers and anomalies, feature extraction, association analysis, and attribute ranking.</p>	<p>It is not part of standard EWS solution and relates to Data Warehouse Management. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms.          Capability should be made available.</p>

120	66	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>94. The proposed solution should allow analysts to be able to follow a champion challenger approach in model development through developing different model versions, compare results on different parameters, and select and deploy best performing model.</p>	<p>It is not part of standard EWS solution and relates to Model Risk Management solutions. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms. Capability should be made available.</p>
121	66	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>95. The proposed solution should automatically allow identification and detection of special types of network behavior such as cyclical flow of transactions and funds, clusters etc. extractable from the networks.</p>	<p>It is not part of standard EWS solution and relates to Anti Money Laundering solutions. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms. Capability should be made available.</p>
122	66	<u>Annexure-7</u> <u>Functional and</u> <u>Technical</u> <u>Requirements for</u> <u>Procurement,</u> <u>implementation and</u> <u>maintenance of Early</u> <u>Warning Signals (EWS)</u> <u>Solution for Credit</u> <u>Monitoring in Canara</u> <u>Bank</u>	<p>A. Functional Requirements:</p> <p>EWS Rules and Analytical Capabilities</p>	<p>98. The proposed solution should provide centrality metrics like betweenness, closeness, eigenvector etc. which determine the importance of a borrower/director in the network.</p>	<p>It is not part of standard EWS solution. This will have an impact on the cost of solution offered and project timelines. In order to optimize the same, bank may please consider removing the same.</p>	<p>Bidder to comply with RFP terms. Capability should be made available.</p>

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123	68	<p><u>Annexure-7 Functional and Technical Requirements for Procurement, implementation and maintenance of Early Warning Signals (EWS) Solution for Credit Monitoring in Canara Bank</u></p>	<p>A. Functional Requirements: Reporting Module</p>	<p>118. The solution should support distribution of Reports and Dashboards to iPad and Android devices. The Native App should be freely available for iPad on iTunes App Store and for Android devices on Google Play.</p>	<p>It is not a standard EWS feature. Reports generated can be viewed using mobile browsers in iPad. Native App will have security implications as there is a chance of confidential information getting leaked out. Further, when we have 3rd party customer identifiable data as well as bank customer data on mobile app this will lead to huge issues with respect to leakage of confidential information as there will be no control on the mobile environment. This will also have an impact on cost and project timelines. Bank may please reconsider to remove this Native App development</p>	<p>Bidder to comply with RFP terms.</p>
124	68	<p><u>Annexure-7 Functional and Technical Requirements for Procurement, implementation and maintenance of Early Warning Signals (EWS) Solution for Credit Monitoring in Canara Bank</u></p>	<p>A. Functional Requirements: Reporting Module</p>	<p>119. The solution should allow the analysis / explorations / reports based on in-memory data to be pushed for offline viewing to mobile devices.</p>	<p>This is a not a standard EWS feature. This will involve use of third party software having implication on cost of solution and timelines. Bank may please reconsider the same.</p>	<p>Bidder to comply with RFP terms.</p>
125	68	<p><u>Annexure-7 Functional and Technical Requirements for Procurement, implementation and maintenance of Early Warning Signals (EWS) Solution for Credit Monitoring in Canara Bank</u></p>	<p>A. Functional Requirements: Reporting Module</p>	<p>121. Reports and Dashboards access on iPad and Android devices should be using a native application which helps leverage most popular gestures and capabilities, including zoom, swipe, etc., to optimize ease of use and user engagement.</p>	<p>It is not a standard EWS feature. Reports generated can be viewed using mobile browsers in iPad. Native App will have security implications as there is a chance of confidential information getting leaked out. Further, when we have 3rd party customer identifiable data as well as bank customer data on mobile app this will lead to huge issues with respect to leakage of confidential information as there will be no control on the mobile environment. This will also have an impact on cost and project timelines. Bank may please reconsider to remove this Native App development.</p>	<p>Bidder to comply with RFP terms.</p>

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126	69	<u>Annexure-7 Functional and Technical Requirements for Procurement, implementation and maintenance of Early Warning Signals (EWS) Solution for Credit Monitoring in Canara Bank</u>	A. Functional Requirements:  Reporting Module	124. The solution should provide collaboration support with Annotation on Tablet	This is a not a standard EWS feature. This will involve use of third party software having implication on cost of solution and timelines. Bank may please reconsider the same.	Bidder to comply with RFP terms.
127	69	<u>Annexure-7 Functional and Technical Requirements for Procurement, implementation and maintenance of Early Warning Signals (EWS) Solution for Credit Monitoring in Canara Bank</u>	A. Functional Requirements:  Work Flow Features	140. Alerts should be managed by more than one appointed person using workflow functionality.	whether multiple appointed person will work parallelly on single transaction record/alert ?	May work parallelly also.
128	72	<u>Annexure-8 Scope of Work</u>	2. Broad Scope of Work	2.2. The EWS solution should be implemented at Canara Bank and should cover existing branches / Regional Offices/ Circle Offices/ Admin Units etc. however the location where the respective teams are stationed need to be considered. Historical data of 10 years will be migrated from CBS. There are at present 6300 branches, 118 Regional offices, 21 Circle Offices and 12 Prime Corporate Branches in India. The Bank has implemented Core Banking Solution (CBS) in all its branches. The Bank's Data Centre is situated at Bangalore and the Disaster Recovery Centre at Mumbai.	Please mention the size of historical data of 10 years to be migrated from CBS.	Bidder to comply with RFP terms.

129	72	<u>Annexure-8 Scope of Work</u>	2. Broad Scope of Work	2.2. The EWS solution should be implemented at Canara Bank and should cover existing branches / Regional Offices/ Circle Offices/ Admin Units etc. however the location where the respective teams are stationed need to be considered. Historical data of 10 years will be migrated from CBS. There are at present 6300 branches, 118 Regional offices, 21 Circle Offices and 12 Prime Corporate Branches in India. The Bank has implemented Core Banking Solution (CBS) in all its branches. The Bank's Data Centre is situated at Bangalore and the Disaster Recovery Centre at Mumbai.	Request clarity on the need for 10 years data to be migrated from CBS. EWS scenarios are required to monitor the recent borrower behavior and identify triggers.	Bidder to comply with RFP terms.
130	72	<u>Annexure-8 Scope of Work</u>	2. Broad Scope of Work	2.2. The EWS solution should be implemented at Canara Bank and should cover existing branches / Regional Offices/ Circle Offices/ Admin Units etc. however the location where the respective teams are stationed need to be considered. Historical data of 10 years will be migrated from CBS. There are at present 6300 branches, 118 Regional offices, 21 Circle Offices and 12 Prime Corporate Branches in India. The Bank has implemented Core Banking Solution (CBS) in all its branches. The Bank's Data Centre is situated at Bangalore and the Disaster Recovery Centre at Mumbai.	Is there a requirement to do a historical look-back on the 10 years data of CBS ?	Bidder to comply with RFP terms.
131	72	<u>Annexure-8 Scope of Work</u>	2. Broad Scope of Work	2.3. The selected bidder should also support obtaining the requisite certifications, integration, maintenance, patching, on boarding of merchant /s, compliance, etc. and day to day operations during office hours and in case of exigencies, any time during the day. Licensing will be for the Bank. Onsite support from the bidder will be till date of go-live. The vendor shall also provide escalation matrix in respect of support and maintenance of the application software.	Request clarity on the need for 10 years data to be migrated from CBS. EWS scenarios are required to monitor the recent borrower behavior and identify triggers.	Bidder to comply with RFP terms.

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132	73	<u>Annexure-8</u> <u>Scope of Work</u>	2. Broad Scope of Work	2.4. The vendor will have to supply and install the solution at the Bank's Data Centre in Bangalore and also should replicate at Disaster Recovery Site, Mumbai/ other major city in India. The DC will be with high availability and DR without high availability. DC and DR will function as Active/Passive. Solution must meet the RTO (recovery time objective) of 60 minutes and RPO (recovery point objective) of 30 minutes for the solution.	Please confirm the requirement of high availability setup at DC,  Whether active-active cluster setup required at DC  OR active - passive cluster setup at DC.	Yes. Active-passive cluster setup at DC and DR. It is to be ensured that all devices should have dual power supply.
133	73	<u>Annexure-8</u> <u>Scope of Work</u>	2. Broad Scope of Work	2.4. The vendor will have to supply and install the solution at the Bank's Data Centre in Bangalore and also should replicate at Disaster Recovery Site, Mumbai/ other major city in India. The DC will be with high availability and DR without high availability. DC and DR will function as Active/Passive. Solution must meet the RTO (recovery time objective) of 60 minutes and RPO (recovery point objective) of 30 minutes for the solution.	What is the capacity ratio of DC and DR.	Bidder to comply with RFP terms.



134	73	<u>Annexure-8</u> <u>Scope of Work</u>	2. Broad Scope of Work	<p>2.6. The EWS Solution involves Financial Transactions Monitoring &amp; Controlling Facilities along with Business Rules engine, Alerts Mechanisms and MIS reporting based System seamlessly integrated with various organizational financial transaction based Systems/Applications, and also external information data sources, Storage and Retrieval Solution, in addition to Fraud Management, Risk Classification and online as well as present customer database screening against banned entities and Politically Exposed Person (PEP). The solution must have capability of Early Warning Signals, (EWS) as described with latest updated technology. The data generated by the Bank with the aid of EWS solution should be precise, accurate and correct and the vendor holds full responsibility and shall be solely liable for all the loss and consequences if any incurred by Bank on any incorrect data or information generated by EWS solution on which Bank has acted upon. It is imply made clear that Bank shall not be responsible or liable at any point of time for acting upon the data generated by EWS solution. All the risks, liability, cost and consequences arising from the EWS solution shall be solely on the vendor.</p>	<p>The correctness of output data from EWS depends on the input data from bank's internal system and external data sources.</p> <p>Therefore, requesting Bank to delete this clause as EWS solution provider cannot be held responsible for the correctness of input data from bank or external data sources.</p> <p>Kindly remove this clause as EWS solution provider are merely technology provider.</p>	Bidder to comply with RFP terms.
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135	73	<u>Annexure-8</u> <u>Scope of Work</u>	2. Broad Scope of Work	<p>2.6. The EWS Solution involves Financial Transactions Monitoring &amp; Controlling Facilities along with Business Rules engine, Alerts Mechanisms and MIS reporting based System seamlessly integrated with various organizational financial transaction based Systems/Applications, and also external information data sources, Storage and Retrieval Solution, in addition to Fraud Management. Risk Classification and online as well as present customer database screening against banned entities and Politically Exposed Person (PEP). The solution must have capability of Early Warning Signals, (EWS) as described with latest updated technology. The data generated by the Bank with the aid of EWS solution should be precise, accurate and correct and the vendor holds full responsibility and shall be solely liable for all the loss and consequences if any incurred by Bank on any incorrect data or information generated by EWS solution on which Bank has acted upon. It is amply made clear that Bank shall not be responsible or liable at any point of time for acting upon the data generated by EWS solution. All the risks, liability, cost and consequences arising from the EWS solution shall be solely on the vendor.</p>	<p>Though Early Warning Signals will be provided by the system, responsibility of taking corrective action will be on the Bank. Bidder cannot be held responsible for any loss and consequences if any incurred by the Bank on account of the action taken or for not taking any action.</p>	<p>Bidder to comply with RFP terms.</p>
136	73	<u>Annexure-8</u> <u>Scope of Work</u>	2. Broad Scope of Work	<p>2.8. The Bank is looking for a solution to provide an Early Warning Signal (EWS) mechanism with the following objective: 2.8.1. To detect financial stressed borrower accounts or in its existing loan/lending portfolio (Retail/ SME/ Corporate/ Agri Tech Loan).</p>	<p>Please clarify the Exposure threshold for which the EWS to be covered</p>	<p>Rs 100 lacs &amp; above form the time being but it may be further reduced to Rs 25 lacs also , hence provision should be there to manage the same.</p>
137	73	<u>Annexure-8</u> <u>Scope of Work</u>	2. Broad Scope of Work	<p>2.8. The Bank is looking for a solution to provide an Early Warning Signal (EWS) mechanism with the following objective: 2.8.3. To be able to predict and take necessary corrective actions on loan accounts based on their health as against the defined directive of measurement of such assets</p>	<p>Though Early Warning Signals will be provided by the system, responsibility of taking corrective action will be on the Bank.</p>	<p>It's always with bank but authenticity of data output should be ensured.</p>

138	80	<u>Annexure-8 Scope of Work</u>	2.11.1. Key Components & Features envisaged in EWS solution	Wherever external data/information is to be extracted / sourced which are freely available (no fees payable), no extra cost will be paid by the bank. Vendor has to provide the list of such sources separately to Bank and will have to include other such sources suggested by Bank if not covered in such list.	Openly available information extraction requires human and technical infrastructure resources on need basis and, therefore, a cost will be attached to it for its seamless delivery. Suggest to drop this condition.	Bidder to comply with RFP terms.
139	77	<u>Annexure-8 Scope of Work</u>	2. Broad Scope of Work	2.11.1.10. Financial Intelligence from Bank's internal sources Core banking system (CBS): The bank has envisaged upgrading the CBS in near future. Presently Bank is having Flexcube. Bidder has to take it into account while bidding. Solution should work in upgraded versions as and when implemented by Bank & no extra cost will be paid towards the same. The bidder is to propose the mandatory interfacing cost from M/S Flexcube (CORE Banking Solution partner of the bank) as part of the bidder's commercial offering in the Commercial. Bank is in process of implementation of DMS for the branches and offices. The Solution should able to integrate with Bank DMS as and when required without any additional cost.	It is not feasible for bidder to propose the mandatory interfacing cost from M/S Flexcube.  Bank should take care of this arrangement with M/s Flexcube.  Please confirm.	Bidder to refer Amendment-2 for the subject clause.
140	78	<u>Annexure-8 Scope of Work</u>	2. Broad Scope of Work	2.11.1.11. Financial and market Intelligence from Bank's external sources The financial and market intelligence from external sources that may be considered by bidders for their proposed EWS Solution will involve data points such as: IBA, RBI, DRT, DRAT, NCLT, NCLAT, CRILC, CFR, SIDBI, ECGC, SEBI, BSE, NSE, MCA, CBI /ED/SFIO/Cyber Crime, EOW, SIDBI, Udyami Mitra, ECGC, Udyog Aadhar, CGTMSE, Customs, DGFT, IT/Service tax/Sales/GST, PAN CHK, Central KYC, CERSAI, Aadhar and peer Banks. Some of the data points that can be extracted from SMA reports, Willful defaulters lists from Banks, RBI defaulter list, SASCL (System Asset Classification), RFA/Fraud.	Bank will enter into agreement with Data Aggregators for sourcing external data and pay the required subscription fees.  Please confirm.	Data sources will be provided by the Bank for integration.

141	78	<u>Annexure-8</u> <u>Scope of Work</u>	2. Broad Scope of Work	<p>2.11.1.11. Financial and market Intelligence from Bank's external sources The financial and market intelligence from external sources that may be considered by bidders for their proposed EWS Solution will involve data points such as:</p> <p>IBA, RBI, DRT, DRAT, NCLT, NCLAT, CRILC, CFR, SIDBI, ECGC, SEBI, BSE, NSE, MCA, CBI /ED/SFIO/Cyber Crime, EOW, SIDBI, Udyami Mitra, ECGC, Udyog Aadhar, CGTMSE, Customs, DGFT, IT/Service tax/Sales/GST, PAN CHK, Central KYC, CERSAI, Aadhar and peer Banks.</p> <p>Some of the data points that can be extracted from SMA reports, Willful defaulters lists from Banks, RBI defaulter list, SASCL (System Asset Classification), RFA/Fraud.</p>	Please clarify that bank will provide the required subscriptions for the external sources. Solution is expected to use the external data and generate triggers.	Data sources will be provided by the Bank for integration.
142	79	<u>Annexure-8</u> <u>Scope of Work</u>	2. Broad Scope of Work	<p>2.11.1.11 Financial and market Intelligence from Bank's external sources</p> <p>c. Financial Websites</p> <p>i. These data points will include financial websites (Indian and international), including news aggregators (E.g. Bloomberg, Reuters etc.)</p>	<p>Bank will enter into agreement with Data Aggregators for sourcing external data and pay the required subscription fees.</p> <p>Please confirm.</p>	Data sources will be provided by the Bank for integration.
143	80	<u>Annexure-8</u> <u>Scope of Work</u>	2.11.2. For Credit Monitoring	<p>2.11.2.2. Ability to assist in the audit process related to loans which include</p> <p>a. Credit Audit</p> <p>b. Stock Audit</p> <p>c. Statutory Audit</p> <p>d. Long Form Audit Report</p> <p>e. Concurrent Audit</p>	The standard feature of EWS is to extract any adverse comments or opinion in the audit reports based on the Key words or phrases identified. Hence, audit process related to loan is not covered under the scope of EWS. It may come under an audit management software existing with Bank. Please clarify	Subject solution should have provision to read documents and mine data.
144	80	<u>Annexure-8</u> <u>Scope of Work</u>	2.11.2. For Credit Monitoring	<p>2.11.2.2. Ability to assist in the audit process related to loans which include</p> <p>a. Credit Audit</p> <p>b. Stock Audit</p> <p>c. Statutory Audit</p> <p>d. Long Form Audit Report</p> <p>e. Concurrent Audit</p>	This seems to be beyond the scope of EWS and hence may be deleted.	Subject solution should have provision to read documents and mine data.
145	81	<u>Annexure-8</u> <u>Scope of Work</u>	2.11.2. For Credit Monitoring	2.11.2.3. Ability to follow up on the audit process.	Same as above	Subject solution should have provision to read documents and mine data.


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146	80	<u>Annexure-8 Scope of Work</u>	2.11.2. For Credit Monitoring	2.11.2.4. Ability to generate SASCL type report generation.	Please explain the requirement and SASCL report	The subject RFP Clause stands deleted.
147	82	<u>Annexure-8 Scope of Work</u>	2.11.2. For Credit Monitoring	2.11.2.4. Ability to generate SASCL type report generation.	Please clarify on SASCL type report generation	The subject RFP Clause stands deleted.
148	82	<u>Annexure-8 Scope of Work</u>	2.15. The broad scope of work is as follows:	2.15.2.10. The Bidder / OEM must submit a detailed plan including the manpower to be deployed during the post implementation support of the solution. Manpower can be changed only with an advance approval from the Bank.	Assuming SI needs to suggest the number of resources with skill set, required to manage the EWS infrastructure. Please confirm.	Bidder to comply with RFP terms.
149	82	<u>Annexure-8 Scope of Work</u>	2.15. The broad scope of work is as follows:	2.15.2.11. The Bidder / OEM must conduct four DR drills during a year after Go Live of the solution in conjunction with the Bank or as required by the Bank during the contract period.	Request bank to make changes from four to three DR drill year after Go Live.	Bidder to comply with RFP terms.
150	83	<u>Annexure-8 Scope of Work</u>	2.15. The broad scope of work is as follows:	2.15.2.14. Installation, Maintenance and Support: a. Seamless integration of supplied, customized, developed software for Canara Bank to meet the Bank's Functional, Operational, Risk Management, Regulatory and MIS requirements of Credit Administration & Monitoring wing (CA&M) with all required interfaces. Integrate the proposed solution with Bank's Core Banking Solution, Treasury, CAPS, LMS, DMS, IMAC, CMS cum Channel Finance, KYC and AML, EFRMS, Trade Finance and other software with necessary interface on real time basis.	EWS monitoring is done on a batch mode usually T+1 basis. Real time monitoring is a fraud management requirement. Request bank to change the clause accordingly	Bidder to refer Amendment-2 for the subject clause.
151	89	<u>Annexure-11 Undertaking Letter</u>			We request the bank to relax the hardware part in option g of Undertaking letter	Bidder to comply with RFP terms.
152	92	<u>Annexure- 14 Bill of Material</u>	Table -A Price details for Implementing Early Warning Signals (EWS) Solution in Canara Bank	4. Cost of EWS software solution with Unlimited Enterprise Licenses as per Annexure-7.	Please confirm should the bidder quote the cost of EWS software for 1000 users license or Unlimited Enterprise licenses.	Bidder to comply with RFP terms.
153	93	<u>Annexure- 14 Bill of Material</u>	Table -A Price details for Implementing Early Warning Signals (EWS) Solution in Canara Bank	5. Cost of Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero).		Bidder to comply with RFP terms.

154	93	<u>Annexure- 14</u> <u>Bill of Material</u>	Table -B Post Warranty AMC Calculation Table for Unit Quantity	4. EWS software solution with Unlimited Enterprise Licenses as per Annexure-7.	Please confirm should the bidder quote the cost of ATS of EWS software for 1000 users license or Unlimited Enterprise licenses.	Bidder to comply with RFP terms.
155	19	<u>C. DELIVERABLES &amp;</u> <u>SERVICE LEVEL</u> <u>AGREEMENTS (SLAs)</u>	11. Warranty:  12. Scope Involved During Warranty and ATS Period (if contracted):		2)We suggest including the below clause under clause 12:- EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THE CONTRACT, BIDDER, AND ITS LICENSORS, IF ANY, DISCLAIM ANY AND ALL WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE AS TO ANY SERVICE, INCLUDING NONINFRINGEMENT, FREEDOM FROM BUGS, CORRECTNESS, ACCURACY, RELIABILITY, RESULTS ACHIEVED AND THAT THE SOFTWARE'S FUNCTIONING WILL BE UNINTERRUPTED AND ALL WARRANTIES ARISING OUT OF COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE IN THE TRADE. NEITHER BIDDER, NOR ITS LICENSORS, IF ANY, GUARANTEE THE ADEQUACY, ACCURACY, TIMELINESS OR COMPLETENESS OF ANY SERVICE OR ANY COMPONENT THEREOF OR ANY COMMUNICATIONS, INCLUDING BUT NOT LIMITED TO ORAL OR WRITTEN COMMUNICATIONS (INCLUDING ELECTRONIC COMMUNICATIONS) WITH RESPECT THERETO. Accordingly, any user of the information contained in any of the Service should not	Bidder to comply with RFP terms.
156	NA	<u>Appendix-G</u>	Proforma of Bank Guarantee for Contract Performance.		PBG to be invoked only if there has been a breach proven by the Bank of having committed solely by the Bidder.	Bidder to comply with RFP terms.
157	NA	<u>General</u>	Number of Scenarios and Number of reports to be developed is not clearly mentioned		Request if bank can provide the details on the number of scenarios to be implemented as part of EWS	Details will be shared with the selected bidder.

Date : 03/05/2019  
Place : Bangalore

  
Deputy General Manager

