

Pre-Bid.Queries and Replies for RFP 08/2018-19 dated 29/08/2018 for Supply, Installation, Implementation, Maintenance and Support for Chatbot Social Media Banking Solution Through e-Procurement

| Sl. No. | Page No. | RFP Clause | Clause/Technical Specification | Bidder's Query | Bank's Reply |
|---------|----------|---------------|--|---|--|
| 1 | 2 | Bid Schedule | Tender Fee: Rs. 11,800/- Earnest Money Deposit: Rs. 1,50,000/- | Our Company is a MSME registered with National Small Industry Corporation Limited. Considering the same we request bank to exempt us for submission of Tender Fee and EMD and also include as a part of clause in the RFP. Attached please find the MSME Certificate. | Kindly refer clause 35 of the RFP. |
| 2 | 8 | 4. Objective: | The Bank proposes to procure Chatbot & Social Media Banking Solution through this RFP, as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. | Bank to clarify, if the intention is to procure Chatbot & social media solution separately or It is enablement of chatbot solution on social media. Chatbots can be implemented on social media, hence this query. We are only into Chatbot development and delivery on various channels and do not have a separate social media solution. Request Bank to modify this requirement only to Chatbot Solution | It is enablement of chatbot solution on Social Media and to facilitate Social media Banking leveraging the chatbot technology. |



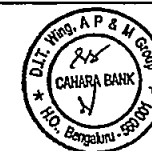
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| 3 | 8.2 | 8. Scope of Work | <p>8.2. Social Media Banking: Social Media Banking entails the following services, to be provided on Twitter, Facebook, Whatsapp, Instagram and other social media channels: 8.2.1. Balance Enquiry 8.2.2. e-Pass sheet 8.2.3. Mini statement 8.2.4. Loan Account Passsheet 8.2.5. TD Account Passsheet 8.2.6. Loan Eligibility (Home, Vehicle etc.) 8.2.7. Request for Cheque Book 8.2.8. Rate of Interest Enquiry 8.2.9. FAQs on newly launched Products 8.2.10. Stock Broking 8.2.11. Tax Planning 8.2.12. E-Commerce services such as Mobile recharge, cab hotel, bus booking etc.</p> | Is linking the social media identify of a Customer, with the Customer profile, also in scope of this RFP ? | Yes. It is depends upon the social media channel opted by the Bank. |
| 4 | 9 | 6 | <u>Participation Methodology:</u> | We request to amend this clause from 'only Original Software Manufacturer can participate' to 'Bidder/OEM/Implementation Partner / Consortium can participate to bid for this project' | Bidder has to comply with the RFP terms. |
| 5 | 9 | 8 | <u>Scope of Work</u> | Is the bidder required to provision the Hardware? Please confirm preferred deployment model, Cloud or On Premise deployment is preferred? | As per Clause 8.1.46, The solution shall be deployed on the cloud and the infrastructure has to be in the name of the Bank. |
| 6 | 9 | 6. Participation Methodology: | 6.1. In this tender Original Software Manufacturer (OSM) only can participate. | We request bank to permit Consortium to participate in this tender | Bidder has to comply with the RFP terms. |



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| 7 | 9 | 8. Scope of Work | <u>8.1.1. Natural Language Processing (NLP):</u> | Is Bank okay if the Chatbot is integrated with a cloud-hosted NLP engine like Microsoft LUIS | NLP Engine is a part of the proposed solution. If it is a cloud hosted engine, bidder must comply with Cloud Policy of the Bank. |
| 8 | 9 | 6. Participation Methodology: | 6.1. In this tender Original Software Manufacturer (OSM) only can participate. | Can two or more chatbot companies submit a joint bid? For e.g. if company A specializes in providing a subset of services requested in the scope of RFP and company B specializes in the remainder of the services, can company A and B submit a joint bid to provide the services requested by Canara Bank? | Bidder has to comply with the RFP terms. OEM can have back to back arrangement with company specialised in providing a subset of services. |
| 9 | 9 | 8. Scope of Work | 8.1.8 8.1.9 8.1.10 | Are all the services/requirements expected to be enabled at one go or can the implementation be done in a phased manner where few services are implemented first, followed by the next set of services | The implementation will be in a phased manner. |
| 10 | 9 | 8. Scope of Work | 8.1. An effective Chatbot solution should ideally cover below mentioned key elements: | Bidder requests the Bank to add the "Voice of the customer" feature to the scope, as this would provide tangible business benefits to the Bank. For example, by enabling voice of customer, the tool can provide a macro level view of customer issues which can be interfaced with customer service, product development, marketing, etc. Also these can be depicted via dynamic dashboards, so that key people in marketing or the top management can get the pulse of the customers in the market. | Scope of the RFP includes feedback based analytics for the improvement of product / service. |
| 11 | 9 | 8. Scope of Work | 8.1. An effective Chatbot solution should ideally cover below mentioned key elements: | Bidder requests the Bank to add the feature of extending the chatbot to the CRM level, so that the Bank can extract key information like dates, relationships, etc, which can be processed by predictive models to provide significant business benefits in terms of creating personalised offers, campaign for cross sell and upsell | Scope of the RFP includes interface / integration with other applications stipulated by the Bank. |



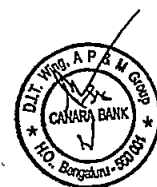
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| 12 | 9 | 8. Scope of Work | 8.1. An effective Chatbot solution should ideally cover below mentioned key elements: | Bidder requests the Bank to add the feature "Domain adaptation" which is a leading practice wherein the bot solution learns the domain specific language / features | Bidder has to comply with the RFP terms. |
| 13 | 9 | 8. Scope of Work | 8.1. An effective Chatbot solution should ideally cover below mentioned key elements: | Bidder requests the Bank to add that the chatbot solution should have ability to gather all required information from user at the user's pace | These features are part of scope . Bidder has to comply with the RFP terms. |
| 14 | 9 | 8. Scope of Work | 8.1. An effective Chatbot solution should ideally cover below mentioned key elements: | Bidder requests the Bank that the chatbot solution to have ability to call out to external APIs/programs from within Dialog and continue to maintain context, i.e. one can call an external program/function from within dialog | These features are part of scope . Bidder has to comply with the RFP terms. |
| 15 | 9 | 8. Scope of Work | 8.1. An effective Chatbot solution should ideally cover below mentioned key elements: | Bidder requests the Bank that the chatbot solution should maintain context even when an user asks a diagraphing (out of context) question | These features are part of scope . Bidder has to comply with the RFP terms. |
| 16 | 9 | 8. Scope of Work | 8.1. An effective Chatbot solution should ideally cover below mentioned key elements: | Bidder requests the Bank to add a requirement that the "IP and data will be owned by the Bank and should not be used by the OEM for any other clients" | Bidder has to comply with the RFP terms. |
| 17 | 9 | 6. Participation Methodology: | 6.1. In this tender Original Software Manufacturer (OSM) only can participate. | We request the bank to amend this clause to OSM/SI's as the RFP has 2 separate portion : Chatbot and Social Media Banking. Lot of Chatbot organizations do not have social media banking solution and vice-versa. Therefore, there is a System Integrator play involved to stitch the solution and hence this request. | Bidder has to comply with the RFP terms. |



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| 18 | 10 | 8. Scope of Work | <p>8.1.8. Conversational Bot: The bots deployed should be capable of having an end-to-end conversation with the users. The bots should not be restricting the conversation using a certain template or pattern. Inbuilt context handling capabilities should be thereby allowing the user to swiftly switch between the entities. The bot should be able to support voice in English and regional Indian languages. The bot platform should also support voice based navigation in English to relevant content on web channels.</p> | Should the voice bot platform support only english for collecting Input or english and vernacular languages | English and Vernacular Languages (Hindi, Kannada, Tamil, Telugu, Malayalam). |
| 19 | 10 | 8. Scope of Work | <p>8.1.6. Languages: The bot should be capable of identifying text in English, Hindi, Kannada, Tamil, Telugu, and Malayalam languages. The response also has to be in English, Hindi, Kannada, Tamil, Telugu, and Malayalam script.</p> | The capability for identifying the text, should it be in native script (e.g. Tamil written in Tamil script), and also English script (e.g. Tamil written using English alphabets) | Bidder has to comply with the RFP terms. |
| 20 | 10 | 8. Scope of Work | <p>8.1.7. Platform Independent: The technology should be easily extensible to different platforms such as mobile/internet banking, UPI, Mobile wallet etc</p> | Is integration with such platforms in the scope of current RFP? If so, can we get the list of platforms which has to be considered in scope. | List of platforms mentioned in the RFP is only indicative in nature. The information shall be shared with the selected bidder. |



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| 21 | 10 | 8. Scope of Work | <p>8.1.2. Domain Specific Entity: Named entity recognition is a tool which uses process natural language tasks such as, text categorization, speech translation, and document classification. Chatbot should be able to perform the task of recognizing and classifying single and multi-word expression within chat instance that may refer to the name of the service or a specific entity like theatre name or an area which acts a strong differentiator from typical query based engines like Siri.</p> | Is the expectation that certain documents will be uploaded to the bot/bot will access certain documents and will have to clarify them into different categories? | Chatbot solution should be able to categorise and classify the chat of the users into appropriate domain specific entity. |
| 22 | 10 | 8. Scope of Work | <p>8.1.6. Languages: The bot should be capable of identifying text in English, Hindi, Kannada, Tamil, Telugu, and Malayalam languages. The response also has to be in English, Hindi, Kannada, Tamil, Telugu, and Malayalam script.</p> | Are these languages to be supported from Day 1 or can the solution be implemented in one or two languages to start with and the extended to other languages over a period of time? | The implementation will be in a phased manner. |
| 23 | 10 | 8. Scope of Work | <p>8.1.7. Platform Independent: The technology should be easily extensible to different platforms such as mobile/internet banking, UPI, Mobile wallet etc</p> | Bank to confirm availability of REST API's on these paltforms to extend the capabilities of chatbots. Further also request for all the back-end integrations that will be required. Are the API's from these systems available for all the back-end systems? | Bank will arrange necessary APIs for the platform proposed by the Bank. |
| 24 | 10 | 8. Scope of Work | <p>8.1.6. Languages: The bot should be capable of identifying text in English, Hindi, Kannada, Tamil, Telugu, and Malayalam languages. The response also has to be in English, Hindi, Kannada, Tamil, Telugu, and Malayalam script.</p> | Bidder requests that all the interaction (text and Voice) and deliverables will in english | Bidder has to comply with the RFP terms. |



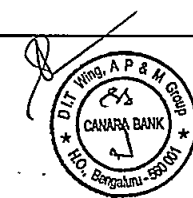
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| 25 | 10 | 8. Scope of Work | <p>8.1.5. Text structure and semantics: This section particularly deals with natural language understanding and natural language generation. The ability of the chatbot to translate any human natural language, whether it's for creating a response or analysing questions, is crucial.</p> | Bidder requests the Bank to delete this requirement as NLG still a very nascent technology with limited success even in academic environments. Bidder suggests the Bank to consider NLG at next phase of enhancement when the technology is proven and can provide business outcomes | Bidder has to comply with the RFP terms. |
| 26 | 10 | 8. Scope of Work | <p>8.1.6. Languages:</p> <p>8.1.8. Conversational Bot:</p> | Will all language implementation be a phased approach ? | The project will be implemented in a phased manner. |
| 27 | 11 | 8. Scope of Work | <p>8.1.9. Transactional Bot for Commerce and Banking: Ecommerce bot for powering services such as recharges, bill payments, cab, laundry, events & movie booking, health, bus, train and hotel flight booking, local search and deals. Banking Use cases on Chat: 8.1.9.1. Hot listing of Cards 8.1.9.2. Request for Cheque book 8.1.9.3. Mini Statement 8.1.9.4. View Beneficiaries 8.1.9.5. Add/Delete Beneficiary 8.1.9.6. IMPS/RTGS/NEFT Fund Transfer 8.1.9.7. Lead generation for Financial Products - Credit Cards, Loans, Insurance etc. 8.1.9.8. Tax Planning - Investments, Savings, Stocks and Loan</p> | Kindly confirm APIs for integration with chat platforms to be provided by Canara Bank | Bank will arrange necessary APIs for the platform proposed by the Bank. |



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| 28 | 11 | 8. Scope of Work | <p>8.1.8. Conversational Bot: The bots deployed should be capable of having an end-to-end conversation with the users. The bots should not be restricting the conversation using a certain template or pattern. Inbuilt context handling capabilities should be thereby allowing the user to swiftly switch between the entities. The bot should be able to support voice in English and regional Indian languages. The bot platform should also support voice based navigation in English to relevant content on web channels.</p> | <p>Do we expect consumers to talk to the bot in regional languages? If yes, then any specific ones?</p> | <p>English and Vernacular Languages (Hindi, Kannada, Tamil, Telugu, Malayalam).</p> |
| 29 | 11 | 8. Scope of Work | <p>8.1.8 8.1.9 8.1.10</p> | <p>Please provide number of transactions as of now and expected growth</p> | <p>The information shall be shared with the selected bidder.</p> |
| 30 | 11 | 8. Scope of Work | <p>8.1.9. Transactional Bot for Commerce and Banking: Ecommerce bot for powering services such as recharges, bill payments, cab, laundry, events & movie booking, health, bus, train and hotel flight booking, local search and deals. Banking Use cases on Chat: 8.1.9.1. Hot listing of Cards 8.1.9.2. Request for Cheque book 8.1.9.3. Mini Statement 8.1.9.4. View Beneficiaries 8.1.9.5. Add/Delete Beneficiary 8.1.9.6. IMPS/RTGS/NEFT Fund Transfer 8.1.9.7. Lead generation for Financial Products - Credit Cards, Loans, Insurance etc. 8.1.9.8. Tax Planning - Investments, Savings, Stocks and Loan</p> | <p>Please explain how this will be done. Will it link to various other existing Web apps that Bank uses? Implementing the complete ecommerce for all these in the bot may not be appropriate</p> | <p>The information shall be shared with the selected bidder.</p> |



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| 31 | 11 | 8. Scope of Work | <p>8.1.8. Conversational Bot: The bots deployed should be capable of having an end-to-end conversation with the users. The bots should not be restricting the conversation using a certain template or pattern. Inbuilt context handling capabilities should be thereby allowing the user to swiftly switch between the entities. The bot should be able to support voice in English and regional Indian languages. The bot platform should also support voice based navigation in English to relevant content on web channels.</p> | Please clarify whether the Chatbot needs to accept requests in multiple languages through voice also? | English and Vernacular Languages (Hindi, Kannada, Tamil, Telugu, Malayalam). |
| 32 | 11 | 8. Scope of Work | <p>8.1.9. Transactional Bot for Commerce and Banking:</p> | <p>a) Can we assume that all the required web services needed for carrying out these transactions would be provided by Bank? b) What is the core banking system & switch system used in Canara Bank and what are the integration mechanism available to integrate with it for the mentioned transactions in the RFP?</p> | <p>a) Yes b) The information shall be shared with the selected bidder.</p> |
| 33 | 11 | 8. Scope of Work | <p>8.1.10. Informational: The Chat bot should be able to assist users with the following: 8.1.10.4. Increase frequency of usage for products by pushing offers and other promotional activities on different products.</p> | <p>a) Can we get a sample use case on how bank is planning to push offers through Chatbot? b) Kindly provide details on how will the ChatBOT get information for FAQs/"How To" etc. What will be the integration mechanism with the system.</p> | <p>a) Car loan interest / processig fee offers to the customers who chats for Car loan eligibility. b) Appropriate integration mechanism to be placed in consultation with the Bank.</p> |



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| 34 | 11 | 8. Scope of Work | <p>8.1.12. The platforms on which the chatbots are to be deployed are as below:</p> <p>8.1.12.1. Facebook Messenger</p> <p>8.1.12.2. Twitter Messages</p> <p>8.1.12.3. Platforms like WhatsApp, HiKe, WeChat, Line, Skype, Instagram, Telegram etc.</p> <p>8.1.12.4. e-Mail</p> | Does the bank intend to deploy the chatbots on all of these channels at the same time or bank intends to adopt a phased approach. | The project will be implemented in a phased manner. |
| 35 | 11 | 8. Scope of Work | <p><u>8.1.9. Transactional Bot for Commerce and Banking:</u></p> <p>Ecommerce bot for powering services such as recharges, bill payments, cab, laundry, events & movie booking, health, bus, train and hotel flight booking, local search and deals.</p> <p>Banking Use cases on Chat:</p> <p>8.1.9.1. Hot listing of Cards</p> <p>8.1.9.2. Request for Cheque book</p> <p>8.1.9.3. Mini Statement</p> <p>8.1.9.4. View Beneficiaries</p> <p>8.1.9.5. Add/Delete Beneficiary</p> <p>8.1.9.6. IMPS/RTGS/NEFT Fund Transfer</p> <p>8.1.9.7. Lead generation for Financial Products - Credit Cards, Loans, Insurance etc.</p> <p>8.1.9.8. Tax Planning - Investments, Savings, Stocks and Loan</p> | Bank to confirm if they have an aggregator to drive E-Commerce transactions | Yes . Necessary API / Interface to be worked out with e commerce vendors. |



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| 36 | 11 | 8. Scope of Work | <p>8.1.10. Informational: The Chat bot should be able to assist users with the following: 8.1.10.1. 'How to' series for products 8.1.10.2. Product FAQs 8.1.10.3. User On-boarding to help and guide non-users to get on-boarded for different products 8.1.10.4. Increase frequency of usage for products by pushing offers and other promotional activities on different products.</p> | How many FAQ's are expected to be implemented | There should not be any limitation in the proposed chatbot system. |
| 37 | 11 | 8. Scope of Work | <p>8.1.8. Conversational Bot: The bots deployed should be capable of having an end-to-end conversation with the users. The bots should not be restricting the conversation using a certain template or pattern. Inbuilt context handling capabilities should be thereby allowing the user to swiftly switch between the entities. The bot should be able to support voice in English and regional Indian languages. The bot platform should also support voice based navigation in English to relevant content on web channels.</p> | Bidder requests the Bank to consider English (only) for support voice | Bidder has to comply with the RFP terms. |



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| 38 | 11 | 8. Scope of Work | <p>8.1.9. Transactional Bot for Commerce and Banking: Ecommerce bot for powering services such as recharges, bill payments, cab, laundry, events & movie booking, health, bus, train and hotel flight booking, local search and deals. Banking Use cases on Chat: 8.1.9.1. Hot listing of Cards 8.1.9.2. Request for Cheque book 8.1.9.3. Mini Statement 8.1.9.4. View Beneficiaries 8.1.9.5. Add/Delete Beneficiary 8.1.9.6. IMPS/RTGS/NEFT Fund Transfer 8.1.9.7. Lead generation for Financial Products - Credit Cards, Loans, Insurance etc. 8.1.9.8. Tax Planning - Investments, Savings, Stocks and Loan</p> | <p>Can we assume that merchant integration API's will be provided by the bank for all 3rd party services like the hotel bookings, bus ticket, movie etc?</p> | <p>Necessary API / Interface will be facilitated by the Bank wherever required.</p> |
| 39 | 11 | 8. Scope of Work | <p>8.1.10. Informational: The Chat bot should be able to assist users with the following: 8.1.10.4. Increase frequency of usage for products by pushing offers and other promotional activities on different products.</p> | <p>Can we assume that there is a promotional engine currently that creates offers & banners that can be integrated here? The bot will relevantly pic & display the offers only.</p> | <p>Necessary API / Interface will be facilitated by the Bank wherever required.</p> |



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| 40 | 12 | 8. Scope of Work | 8.1.16. Chatbot platform should provide for a live agent dashboard for seamless transfer of entire chat to the live agent. If agent is not available, the chatbot should be capable of raising a service ticket and tracking the same. The chatbot platform should also support rule based re-directing of chat to a relevant live agent based on customer or conversation type. The chatbot platform should have an integrated content management system to support the above if required. | Is there a system in place that is currently used by the bank? If Not, would the bank be open to introducing 3rd party chat systems like Zendesk and/or freshdesk? | Bidder to integrate the chat bot with our existing system for transfer to live agent. |
| 41 | 12 | 8. Scope of Work | 8.1.23. Chat Bot solution should be updated with all the latest information related to Bank's existing as well as newly introduced products and services at any point of time. | Does the bank publish all new products to an API or web service? | Provision also should be available in the proposed solution to update the latest information about product / service by the admin users. |



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| 42 | 12 | 8. Scope of Work | <p>8.1.25. Interactive Data Analysis The company should be able to provide the information on various levels the type of user interacting with regards to the demographic profile of the customer. The Chatbot solution should provide different levels of filters criteria for generation of reports and dashboards based on the interactive queries, channels and products. The solution should be capable of handling all questions and access to all the conversations based on search text in reports. Solution should provide the real-time dashboard to help in generating industry-specific actionable insights for brand management, reputation management, customer satisfaction assessment, and so forth. Solution should be capable of providing reports in different formats such as word, excel, CSV, instantaneously. The solution should provide various filters, criteria for generation of report/dashboard based on the channels and products.</p> | <p>Does the bank use Google Analytics for the analytics of their data. If yes, Gusphup is able to integrate with existing GA.</p> | <p>Proposed solution should have in built analytics to perform interactive data analysis and it should also support integration.</p> |
| 43 | 12 | 8. Scope of Work | <p>8.1.14. For Websites, the customer to be provided to select the chatbot from the page directly.</p> | <p>Is the integration efforts needed for making changes in Website code for integrating the Chatbot, to be considered?</p> | <p>Efforts required for integration of chatbot solution alone to be considered.</p> |



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| 44 | 12 | 8. Scope of Work | 8.1.16. Chatbot platform should provide for a live agent dashboard for seamless transfer of entire chat to the live agent. If agent is not available, the chatbot should be capable of raising a service ticket and tracking the same. The chatbot platform should also support rule based re-directing of chat to a relevant live agent based on customer or conversation type. The chatbot platform should have an integrated content management system to support the above if required. | What kind of rules have to be factored in for transferring Chat to an Agent? | The rules have to be worked at the time of implementation in consultation with the Bank. |
| 45 | 12 | 8. Scope of Work | 8.1.18. If the customer is using the chatbot, he/she should be greeted by his first name. | Is bank planning to use Chatbot in both pre-login and post-login scenarios? If so, is it okay if the Greeting with first name is only applicable in post-login scenario? | Chatbot will be used both pre login and pre login and across various channels like Mobile Banking, Internet Banking, Website , CBS , Single Sign on etc. |
| 46 | 12 | 8. Scope of Work | 8.1.20. The chat bot platform should support multiple intent training & recognition and have a customisable feature set for intent training. | What do you mean by "customizable feature set for intent training"? Please explain | The proposed solution should have the capability to recognise the chat / speech conversation with repeated learnings / training. |
| 47 | 12 | 8. Scope of Work | 8.1.23. Chat Bot solution should be updated with all the latest information related to Bank's existing as well as newly introduced products and services at any point of time. | Will updating of latest information to the Chatbot be done by Bank through Chatbot's Admin module, or the service provider will have to do this? | Provision also should be available in the proposed solution to update the latest information about product / service by the admin users. |



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| 48 | 12 | 8. Scope of Work | <p>8.1.25. Interactive Data Analysis The company should be able to provide the information on various levels the type of user interacting with regards to the demographic profile of the customer. The Chatbot solution should provide different levels of filters criteria for generation of reports and dashboards based on the interactive queries, channels and products. The solution should be capable of handling all questions and access to all the conversations based on search text in reports. Solution should provide the real-time dashboard to help in generating industry-specific actionable insights for brand management, reputation management, customer satisfaction assessment, and so forth. Solution should be capable of providing reports in different formats such as word, excel, CSV, instantaneously. The solution should provide various filters, criteria for generation of report/dashboard based on the channels and products.</p> | <p>Will bank provide services which can be used to pull Customer profile?</p> | <p>Necessary API required for integration / interface will be facilitated by the Bank.</p> |
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| 49 | 12 | 8. Scope of Work | <p>8.1.25. Interactive Data Analysis The company should be able to provide the information on various levels the type of user interacting with regards to the demographic profile of the customer. The Chatbot solution should provide different levels of filters criteria for generation of reports and dashboards based on the interactive queries, channels and products. The solution should be capable of handling all questions and access to all the conversations based on search text in reports. Solution should provide the real-time dashboard to help in generating industry-specific actionable insights for brand management, reputation management, customer satisfaction assessment, and so forth. Solution should be capable of providing reports in different formats such as word, excel, CSV, instantaneously. The solution should provide various filters, criteria for generation of report/dashboard based on the channels and products.</p> | Please explain regarding what industry-specific actionable insights are required real-time from Chatbot | It should be worked out during the time of implementation in consultation with the Bank. |
| 50 | 12 | 8. Scope of Work | <p>8.1.6. Languages: The bot should be capable of identifying text in English, Hindi, Kannada, Tamil, Telugu, and Malayalam languages. The response also has to be in English, Hindi, Kannada, Tamil, Telugu, and Malayalam script.</p> | Kindly elaborate on the need for a content management system in transferring chats to manual/live agents | Solution should be capable of rule based actions referring content management system to transfer the chat seamlessly to manual / live agents along with the chat history information of the user. |



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| 51 | 12 | 8. Scope of Work | 8.1.12. The platforms on which the chatbots are to be deployed are as below: 8.1.12.3. Platforms like WhatsApp, Hike, WeChat, Line, Skype, Instagram, Telegram etc. | Will Canara Bank procure the licenses and the associated APIs from these platforms so as to enable the bot or is the bidder expected to liaise directly with these platform providers to procure licenses and required APIs | Bidder to co-ordinate and shall arrange for the procurement of required license and associated API in the name of Bank. |
| 52 | 12 | 8. Scope of Work | 8.1.17. Hashtag function to be enabled in the Chatbot, where the customers will respond with #tags and the ChatBot will be responding to particular query. | The requirement is not clear. Can you please elaborate with an example? | e.g. #BalanceEnquiry must be following Balance Enquiry procedure specified in Chat Bot. |
| 53 | 12 | 8. Scope of Work | 8.1.16. Chatbot platform should provide for a live agent dashboard for seamless transfer of entire chat to the live agent. If agent is not available, the chatbot should be capable of raising a service ticket and tracking the same. The chatbot platform should also support rule based re-directing of chat to a relevant live agent based on customer or conversation type. The chatbot platform should have an integrated content management system to support the above if required. | 1. Bank to confirm if they will be providing their own human agents for responding to customer queries, when seamless transfer of chat happens to live agent portal 2. How many human agents are being planned and how many logins will be required. 3. Bank to confirm which solution is being used currently to raise & log service tickets and the API's availability of the same. | Bidder to integrate the chat bot with call centre system for transfer to live agent along with the chat history of the user. Necessary details will be shared to the selected bidder. |
| 54 | 12 | 8. Scope of Work | <u>8.1.8. Conversational Bot:</u> The bots deployed should be capable of having an end-to-end conversation with the users. The bots should not be restricting the conversation using a certain template or pattern. Inbuilt context handling capabilities should be thereby allowing the user to swiftly switch between the entities. The bot should be able to support voice in English and regional Indian languages. The bot platform should also support voice based navigation in English to relevant content on web channels. | Bidder requests the Bank to provide details around existing Contact center solution deployed for Speech integration for IVR | The information shall be shared with the selected bidder. |



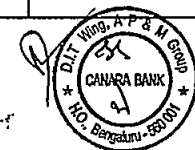
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| 55 | 12 | 8. Scope of Work | 8.1.16. Chatbot platform should provide for a live agent dashboard for seamless transfer of entire chat to the live agent. If agent is not available, the chatbot should be capable of raising a service ticket and tracking the same. The chatbot platform should also support rule based re-directing of chat to a relevant live agent based on customer or conversation type. The chatbot platform should have an integrated content management system to support the above if required. | Bidder requests the Bank to provide details around existing Live Chat solution deployed | The information shall be shared with the selected bidder. |
| 56 | 12 | 8. Scope of Work | 8.1.12. The platforms on which the chatbots are to be deployed are as below: 8.1.12.3. Platforms like WhatsApp, Hike, WeChat, Line, Skype, Instagram, Telegram etc. | Bidder requests the Bank to remove this clause as platforms like WhatsApp, etc have not yet openly exposed their APIs for using as a channel. Bidder suggests the Bank to consider this feature at next phase of enhancement when the platform is ready to use | Bidder has to comply with the RFP terms. |
| 57 | 12 | 8. Scope of Work | 8.1.13. For Social Media, the chatbot to be activated through Direct Message (DM) on the Bank's Facebook page, Twitter handle and other platforms. | Bidder requests the Bank to remove this clause as platforms like WhatsApp, etc have not yet openly exposed their APIs for using as a channel. Bidder suggests the Bank to consider this feature at next phase of enhancement when the platform is ready to use | Bidder has to comply with the RFP terms. - |
| 58 | 12 | 8. Scope of Work | 8.1.14. For Websites, the customer to be provided to select the chatbot from the page directly. | The bidder wants to have clarity on whether the chat bot should be accessible by the customers on both pre-login and post-login on website (given that some information requires customer to be login in order to move forward) | Chat bot solution will be used on both pre login and post login on website and across various channels / applications depends upon use case. |



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| 59 | 12 | 8. Scope of Work | 8.1.16. Chatbot platform should provide for a live agent dashboard for seamless transfer of entire chat to the live agent. If agent is not available, the chatbot should be capable of raising a service ticket and tracking the same. The chatbot platform should also support rule based re-directing of chat to a relevant live agent based on customer or conversation type. The chatbot platform should have an integrated content management system to support the above if required. | Bidder request to provide details on the systems used in their call center, along with architecture details | The information shall be shared with the selected bidder. |
| 60 | 12 | 8. Scope of Work | 8.1.19. Based on the previous interactive data with the user, the Chatbot should be able to personalize with the emotional understanding and predictive analysis of the customer. e.g., a user may have raised a complaint in the previous conversation with regard to service. The Chatbot, after fetching the previous data, should share the status and request for user feedback. In case the customer is not satisfied, the Chatbot may transfer the conversation to the next level. | Bidder request is to provide the details on bank's current complaint management (ticketing system) system and feedback system | The information shall be shared with the selected bidder. |
| 61 | 12 | 8. Scope of Work | 8.1.16. Chatbot platform should provide for a live agent dashboard for seamless transfer of entire chat to the live agent. If agent is not available, the chatbot should be capable of raising a service ticket and tracking the same. The chatbot platform should also support rule based re-directing of chat to a relevant live agent based on customer or conversation type. The chatbot platform should have an integrated content management system to support the above if required. | What is the current live chat solution that is being used ? Do they have APIs to integrate? Is there any recommended threshold for such redirections ? However, we have the technology to power the same. | Necessary API / Interface will be facilitated by the Bank wherever required. |



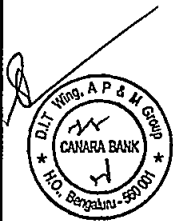
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| 62 | 12 | 8. Scope of Work | 8.1.12. The platforms on which the chatbots are to be deployed are as below: 8.1.12.3. Platforms like WhatsApp, Hike, WeChat, Line, Skype, Instagram, Telegram etc. | Please clarify whether it will be procured by bank or bidder to integrate. | Bidder to facilitate and ensure necessary integraton/ interface. |
| 63 | 12 | 8. Scope of Work | 8.1.17. Hashtag function to be enabled in the Chatbot, where the customers will respond with #tags and the ChatBot will be responding to particular query. | Clarification on bot posting reply mechanism | e.g. #BalanceEnquiry must be following Balance Enquiry procedure specified in Chat Bot (using APIs). |
| 64 | 12 | 8. Scope of Work | 8.1.22. Chat bot solution must understand the user frustration and should be able to transfer to live agent seamlessly. | Which live chat tool should be used | Chat to be transferred to Bank's Live Agent Chat System provided by the bidder . |
| 65 | 13 | 8. Scope of Work | 8.1.37. Source code of the entire bot should be the property of the bank and it should be deposited to the bank. | Request for a waiver of the source code clause, as the commercials are being provided only for licensing the platform | Bidder should execute escrow arragement for depositing source code with the Bank identified entity. |
| 66 | 13 | 8. Scope of Work | 8.1.43. Industry compliance (FINRA, PCI, etc.) is a must. | Need clarity on compliance certification from FINRA. Will International PCI comliance will fulfill the said requirement | This RFP clause stands deleted. |
| 67 | 13 | 8. Scope of Work | 8.1.37. Source code of the entire bot should be the property of the bank and it should be deposited to the bank. | We believe the Source code will have an ESCROW agreement with bank on source code | Bidder should execute escrow arragement for depositing source code with the Bank identified entity. |
| 68 | 13 | 8. Scope of Work | 8.1.40. Bot solution must have validation framework | Which validation frameworks or what validations expected? | Bidder has to comply with the RFP terms. |
| 69 | 13 | 8. Scope of Work | 8.1.37. Source code of the entire bot should be the property of the bank and it should be deposited to the bank. | Is exclusion of standard NLP engine and other such external services accepted? | Bidder should execute escrow arragement for depositing source code with the Bank identified entity. |



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| 70 | 13 | 8. Scope of Work | 8.1.41. The solution must provide various inbuilt small talk libraries | Dependent libraries for the product will be required for the working of the solution; but small talk may be one specific case | Bidder has to comply with the RFP terms. |
| 71 | 13 | 8. Scope of Work | 8.1.43. Industry compliance (FINRA, PCI, etc.) is a must. | Please confirm if the compliance certificates can be provided later after the implementation? | This RFP clause stands deleted. |
| 72 | 13 | 8. Scope of Work | 8.1.46. The chat bot platform provider to be incorporated in India, under complete ownership of Indian resident nationals and in compliance of banking & security laws & guidelines. For any cloud based deployment, the cloud servers to be based within the geographical territory of the Republic of India and the Cloud Infrastructure has to be in the name of the Bank. | Is it alright for using foreign NLP engine service for language understanding, Machine learning, trainings? As the social media platforms also have external servers for communicating with the user back and forth. | Bidder has to comply with the RFP terms. |
| 73 | 13 | 8. Scope of Work | 8.1.26. Bot should be capable of supporting fuzzy search as well as search within documents for unstructured data or content | Please specify which are the file formats to be supported for searching content within files. Is there any expectation to read content from image files (e.g. from a scanned document in jpg format)? | Bidder has to comply with the RFP terms. |
| 74 | 13 | 8. Scope of Work | 8.1.29. Provide tools and utilities for the Chatbot and implement the same in production, development and test environments. | Please clarify regarding what kind of tools and utilities are expected in various environments | Bidder has to comply with the RFP terms. |
| 75 | 13 | 8. Scope of Work | 8.1.33. The SME (Subject Matter Expert) shall share the information/FAQ and the solution shall convert the information ready for ChatBot conversation. | In which all formats SMEs are expected to share information, which needs to be fed into Chatbot? | The information shall be shared with the selected bidder. |
| 76 | 13 | 8. Scope of Work | 8.1.34. The Bidder will be responsible for creating and managing environments for Integration testing and UAT (User Acceptance Testing). Aforementioned will entail setting up of two environments namely a Staging Environment and a Live Production Environment alongside establishing DR environment. | Will bank provide the necessary hardware, and network infrastructure including internet for setting up SIT and UAT environments? | Solution to be deployed on Cloud and the infrastructure has to be in the name of the Bank. Bidder to set up the environments like SIT, UAT and production environments in DC and DR. |



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| 77 | 13 | 8. Scope of Work | 8.1.34. The Bidder will be responsible for creating and managing environments for Integration testing and UAT (User Acceptance Testing). Aforementioned will entail setting up of two environments namely a Staging Environment and a Live Production Environment alongside establishing DR environment. | Will bank provide the necessary hardware, and network infrastructure including internet for setting up Production and DR environments? | Solution to be deployed on Cloud and the infrastructure has to be in the name of the Bank. Bidder to set up the environments like SIT, UAT and production environments in DC and DR. |
| 78 | 13 | 8. Scope of Work | 8.1.37. Source code of the entire bot should be the property of the bank and it should be deposited to the bank. | If we use a cloud hosted NLP engine (Microsoft LUIS), we will not be able to supply the source code of the NLP engine. Is this fine with the bank? | Bidder should execute escrow arrangement for depositing source code with the Bank identified entity. |
| 79 | 13 | 8. Scope of Work | 8.1.39. Bot must have the support to provide response using rich media templates | Can we get some examples where rich media templates are needed to be used in Chatbot | The information shall be shared with the selected bidder. |
| 80 | 13 | 8. Scope of Work | 8.1.43. Industry compliance (FINRA, PCI, etc.) is a must. | Can we get the list of mandatory compliances? | This RFP clause stands deleted. |
| 81 | 13 | 8. Scope of Work | 8.1.44. Multi-factor authentication and support for SAML/SSO should be available. | By multi factor authentication (MFA), did you mean authentication through OTP etc.? What other MFA mechanisms should we consider in scope? | The information shall be shared with the selected bidder. |
| 82 | 13 | 8. Scope of Work | 8.1.44. Multi-factor authentication and support for SAML/SSO should be available. | For SSO, can we assume that Chatbot needs to be only SSO compliant? Is implementation of an SSO software in scope of this RFP? | Solution should support Single Sign On and other channel integration / interface and multi factor authentication depends upon the channel. |
| 83 | 13 | 8. Scope of Work | 8.1.40. Bot solution must have validation framework | Kindly elaborate on what is meant by validation framework | It should be worked out during the time of implementation in consultation with the Bank. |



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| 84 | 13 | 8. Scope of Work | 8.1.26. Bot should be capable of supporting fuzzy search as well as search within documents for unstructured data or content | What will be the scope of documents within which the bot is expected to search? Can you please elaborate with an example? | Bidder has to comply with the RFP terms. |
| 85 | 13 | 8. Scope of Work | 8.1.28. Integration and onsite support for Chatbot will be required for Contract period of Two years. | Is the chatbot expected to be implemented on-premise? In case of cloud based implementation, can the support be provided from a remote location? | It is a cloud based deployment and Bidder to set up cloud infra along with the premium managed services in the name of the Bank. |
| 86 | 13 | 8. Scope of Work | 8.1.37. Source code of the entire bot should be the property of the bank and it should be deposited to the bank. | The Chatbot is a product of the company which can be customized for the bank's requirements. The customized bot will be deployed for the bank. The underlying source code (product code) is the property of the company as the same/similar solution are also implemented at other places. Please clarify if you need the actual source code of the product to be deposited | Bidder should execute escrow arrangement for depositing source code with the Bank identified entity. |
| 87 | 13 | 8. Scope of Work | 8.1.34. The Bidder will be responsible for creating and managing environments for integration testing and UAT (User Acceptance Testing). Aforementioned will entail setting up of two environments namely a Staging Environment and a Live Production Environment alongside establishing DR environment. | Bank to confirm, in case of On-Premise Deployment, if Hardware & related software will be procured by bank and provide it to chatbot vendor for configuration. Infra setup of both Hardware & related Software is out of scope of this bid and will be in Bank's scope. | It is a cloud based deployment and Bidder to set up cloud infra along with the premium managed services in the name of the Bank. |



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| 88 | 13 | 8. Scope of Work | 8.1.37. Source code of the entire bot should be the property of the bank and it should be deposited to the bank. | <p>We are unable to handover the source code to bank, as the code is part of the IP of the company. However, we can explore Escrow arrangement, through a third party, for deposit of source code.</p> <p>As per the industry norm, request bank to modify this clause as - "Materials and the modules developed for Canara Bank shall be maintained in an escrow arrangement with any third party. Such Escrow Agent shall be mutually appointed on the terms and conditions as mutually agreed between the Bank and the Bidder/OEM. Escrow fees shall be borne by the Bank. The Bank shall be entitled to seek release of the Materials in case -</p> <ol style="list-style-type: none"> 1. The Bidder/OEM, is in breach of any of the terms of the master services agreement. 2. The Bidder/OEM is declared insolvent or has voluntarily filed for bankruptcy. 3. The Bidder/OEM ceases, or provides a notice to cease, technical support. | Bidder should execute escrow arrangement for depositing source code with the Bank identified entity. |
| 89 | 13 | 8. Scope of Work | 8.1.43. Industry compliance (FINRA, PCI, etc.) is a must. | Compliance to FINRA, PCI is not applicable to Chatbot Solution. Hence Bank to remove this clause | This RFP clause stands deleted. |
| 90 | 13 | 8. Scope of Work | 8.1.45. Platform must provide on cloud as well as hybrid bot deployments. | Bank to confirm mode of deployment. Cloud or On Premise | The solution to be deployed on Cloud. The infrastructure has to be set up in the name of the Bank along with the premium managed service. |



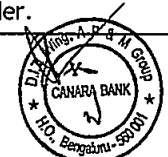
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| 91 | 13 | 8. Scope of Work | 8.1.46. The chat bot platform provider to be incorporated in India, under complete ownership of Indian resident nationals and in compliance of banking & security laws & guidelines. For any cloud based deployment, the cloud servers to be based within the geographical territory of the Republic of India and the Cloud Infrastructure has to be in the name of the Bank. | Bank to confirm specific banking & security laws & guidelines applicable for Chatbot for compliance | Bidder to confirm with all specific policies , rules and laws applicable to the Bank. |
| 92 | 13 | 8. Scope of Work | 8.1.37. Source code of the entire bot should be the property of the bank and it should be deposited to the bank. | Bidder would like to check if the Source code here refers to application | Bidder should execute escrow arrangement for depositing source code with the Bank identified entity. |
| 93 | 13 | 8. Scope of Work | 8.1.26. Bot should be capable of supporting fuzzy search as well as search within documents for unstructured data or content | Bidder wants to have more clarity on the use case for search within the documents | The information shall be shared with the selected bidder. |
| 94 | 13 | 8. Scope of Work | 8.1.43. Industry compliance (FINRA, PCI, etc.) is a must. | Bidder requests the Bank to provide more details on the compliance rules to be considered | This RFP clause stands deleted. |
| 95 | 13 | 8. Scope of Work | 8.1.46. The chat bot platform provider to be incorporated in India, under complete ownership of Indian resident nationals and in compliance of banking & security laws & guidelines. For any cloud based deployment, the cloud servers to be based within the geographical territory of the Republic of India and the Cloud Infrastructure has to be in the name of the Bank. | Bidder requests the Bank to remove the requirement of cloud servers to be based in India and allow cloud servers outside India | Bidder has to comply with the RFP terms. |
| 96 | 13 | 8. Scope of Work | 8.1.33. The SME (Subject Matter Expert) shall share the information/FAQ and the solution shall convert the information ready for ChatBot conversation. | Bidder wants to have more clarity on the ask - is the solution expected to convert updated FAQ automatically into chatbot conversation without the bot being trained on the updated part? | Bidder has to comply with the RFP terms. |



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| 97 | 13 | 8. Scope of Work | 8.1.28. Integration and onsite support for Chatbot will be required for Contract period of Two years. | Onsite support for 2 yrs mandatory, even if the OEM location is Bangalore ? | Bidder has to comply with the RFP terms. |
| 98 | 13 | 8. Scope of Work | 8.1.34. The Bidder will be responsible for creating and managing environments for Integration testing and UAT (User Acceptance Testing). Aforementioned will entail setting up of two environments namely a Staging Environment and a Live Production Environment alongside establishing DR environment. | Bidder responsible for creating staging, production & DR environment. How will bank IT team support here? Is this for On Premise or Cloud based implementation ? | Cloud based implementation shall be done by the bidder in the name of the Bank. MSP engagement to be done by bidder. |
| 99 | 13 | 8. Scope of Work | 8.1.37. Source code of the entire bot should be the property of the bank and it should be deposited to the bank. | Source code of chatbot to be deposited to bank, we agree, however, AI component is proprietary & IP rights will remain with the OEM. We can create an escrow if recommended. | Source code escrow arrangements to be executed by the bidder with the Bank selected entity. |
| 100 | 13 | 8. Scope of Work | 8.1.45. Platform must provide on cloud as well as hybrid bot deployments. | Is it on-premise or on the cloud ? (We can do hybrid also) | The solution to be deployed on Cloud. The infrastructure has to be in the name of the Bank. |
| 101 | 13 | 8. Scope of Work | 8.1.28. Integration and onsite support for Chatbot will be required for Contract period of Two years. | Clarification on what system needs to be integrate apart from oracle database | The information shall be shared with the selected bidder. |
| 102 | 13 | 8. Scope of Work | 8.1.37. Source code of the entire bot should be the property of the bank and it should be deposited to the bank. | Clarification on this as we have IP rights | Source code escrow arrangements to be executed by the bidder with the Bank selected entity. |
| 103 | 13 | 8. Scope of Work | 8.1.39. Bot must have the support to provide response using rich media templates | What type of rich media templates needs to be included | The information template shall be shared by selected bidder. |
| 104 | 14 | 8. Scope of Work | 8.1.52. Solution should be compatible with Bank's Oracle Database. | It is assumed that the Integration is expected to be over standard protocols only | The information shall be shared with the selected bidder. |



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| 105 | 14 | 8. Scope of Work | 8.1.51. Pre-built integration adaptors must be available for most of the backend systems. | Any specific system integration you are looking for | The information shall be shared with the selected bidder. |
| 106 | 14 | 8. Scope of Work | 8.1.48. Solution should be able to set up a virtual robot in external device. | Please explain this requirement | Chatbot solution should be characterised with animation and should be inbuilt to the various applications / external device such as touch screen based device or monitor. It should act like a virtual robot and entertain the queries and services of the users. |
| 107 | 14 | 8. Scope of Work | 8.1.51. Pre-built integration adaptors must be available for most of the backend systems. | Please list the back end systems where integration is required | The information shall be shared with the selected bidder. |
| 108 | 14 | 8. Scope of Work | 8.1.52. Solution should be compatible with Bank's Oracle Database. | Please provide the version details of the Oracle Database | The information shall be shared with the selected bidder. |
| 109 | 14 | 8. Scope of Work | 8.1.53. The service provider will not disclose or use any information and data generated during Chat bot sessions such as user details, queries, responses, statistical data, and so forth, with any third party. | same as 8.1.46 above - the NLP engine service, social platforms are third party and queries will be sent to those platforms/ service provider platforms | Bidder to comply with Cloud Policy of the Bank. |
| 110 | 14 | 8. Scope of Work | 8.1.47. Out-of-box deployment to Smart Assistants (Alexa, Google Home, etc.) must be available. | Kindly clarify the requirement here. Smart assistants like Alexa needs specific programming which are different from Chatbot, hence this query | Chat Bot Solution must be capable of integrating with the Smart Assistants mentioned in the clause. |



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| 111 | 14 | 8. Scope of Work | 8.1.48. Solution should be able to set up a virtual robot in external device. | Kindly provide more details about this requirement | Chatbot solution should be characterised with animation and should be inbuilt to the various applications / external device such as touch screen based device or monitor. It should act like a virtual robot and entertain the queries and services of the users. |
| 112 | 14 | 8. Scope of Work | 8.1.49. Out-of-box deployment to Phone, IVR, and SMS should be supported. | Kindly provide more details about this requirement | The information shall be shared with the selected bidder. |
| 113 | 14 | 8. Scope of Work | 8.1.50. Platform must support integrations using web hooks, REST APIs, Web Services, ESB-integration, MQ and custom adapters using the hybrid SDK | Kindly clarify for which all back-end systems this adapter is expected | The information shall be shared with the selected bidder. |
| 114 | 14 | 8. Scope of Work | 8.1.51. Pre-built integration adaptors must be available for most of the backend systems. | Would it be acceptable to the bank if the Solution runs on SQL Server | Necessary API required for integration / interface to be facilitated by the bidder. |
| 115 | 14 | 8. Scope of Work | 8.1.56. The contract period for Implementation of Chat Bot solution will be initially for a period of 2 years from the date of agreement with the selected bidder. However, if the Bank desires, the contract may be extended for further two years after expiry of the original contract period at the same price and will be renewed on yearly basis. | 8 weeks of implementation timeline is not feasible for such a large solution. Generally such large implementations require between 8 to 9 months of implementation timeline in phases | Kindly refer the Amendment-2. |



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| 116 | 14 | 8. Scope of Work | <p>8.1.57. Enhancements and troubleshooting:</p> <p>8.1.57.1. The vendor will ensure troubleshooting and enhancements in the services during the contract period.</p> <p>8.1.57.2. All services for implementation, smooth operation and maintenance of all the components of Chat Bot solution developed/to be developed will be part of the Project.</p> <p>8.1.57.3. The vendor will have to include version upgrade and enhancements in services on account of industry dynamics as a part of the contract during the contract period.</p> | If such enhancements adds new scope, will there be a new contract signed for carrying out such enhancements, with additional resources, cost etc.? | Bidder has to comply with the RFP terms. |
| 117 | 14 | 8. Scope of Work | 8.1.47. Out-of-box deployment to Smart Assistants (Alexa, Google Home, etc.) must be available. | Implementation across smart assistants require a few changes in the chat flow as well as the way conversations happen. Is the expectation that these capabilities be pre-built in the solution provided or can they be built as and when the bank decides to launch services on these platforms? | Implementation will be in a phased manner and the proposed solution should support the same. |
| 118 | 14 | 8. Scope of Work | 8.1.48. Solution should be able to set up a virtual robot in external device. | What is the scope of "external device" in this clause? For e.g. mobile phone is an external device on which the chatbot can be setup. Please elaborate what is meant by virtual robot and external device | Chatbot solution should be characterised with animation and should be inbuilt to the various applications / external device such as touch screen based device or monitor. It should act like a virtual robot and entertain the queries and services of the users. |

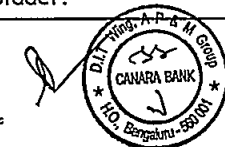


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| 119 | 14 | 8. Scope of Work | 8.1.54. Bidder shall provide a dedicated Project Manager during and post deployment and should have a 24 x 7 x 365 monitoring, technical and functional support team based out of India with skilled man power for support, monitoring and operations. | 1. Bank to confirm if they require an project manager onsite post deployment for a period of 2 years. 2. Bank to confirm if the 24*7*365 support for monitoring can be remote | This RFP clause is modified as "8.1.54. Bidder shall provide a dedicated Project Manager during and post deployment and should have a 24 x 7 x 365 monitoring, technical and functional support team based in India with skilled man power for support, monitoring and operations." |
| 120 | 14 | 8. Scope of Work | 8.1.56. The contract period for Implementation of Chat Bot solution will be initially for a period of 2 years from the date of agreement with the selected bidder. However, if the Bank desires, the contract may be extended for further two years after expiry of the original contract period at the same price and will be renewed on yearly basis. | Bank to consider initial contract period of 3 years as it will take some time for the bot to mature in terms of learning and producing desired results. Renewal should be for multiple of 3 years | Bidder has to comply with the RFP terms. |



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| 121 | 14 | 8. Scope of Work | 8.1.48. Solution should be able to set up a virtual robot in external device. | need elaboration | Chatbot solution should be characterised with animation and should be inbuilt to the various applications / external device such as touch screen based device or monitor. It should act like a virtual robot and entertain the queries and services of the users. |
| 122 | 14 | 8. Scope of Work | 8.1.51. Pre-built integration adaptors must be available for most of the backend systems. | What are the systems that are required to be integrated? | The information shall be shared with the selected bidder. |
| 123 | 14 | 8. Scope of Work | 8.1.47. Out-of-box deployment to Smart Assistants (Alexa, Google Home, etc.) must be available. | Please clarify whether it will be procured by bank or bidder to integrate. | Bidder to procure the required license in the name of Canara Bank and to integrate. |
| 124 | 14 | 8. Scope of Work | 8.1.48. Solution should be able to set up a virtual robot in external device. | Which external devices & what would be the use case | Chatbot solution should be characterised with animation and should be inbuilt to the various applications / external device such as touch screen based device or monitor. It should act like a virtual robot and entertain the queries and services of the users. |
| 125 | 14 | 8. Scope of Work | 8.1.51. Pre-built integration adaptors must be available for most of the backend systems. | Please specify the backend system used by Canara Bank | The information shall be shared with the selected bidder. |



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| 126 | 15 | 8. Scope of Work | <p>8.2. Social Media Banking: Social Media Banking entails the following services, to be provided on Twitter, Facebook, Whatsapp, Instagram and other social media channels:</p> <p>8.2.1. Balance Enquiry 8.2.2. e-Pass sheet 8.2.3. Mini statement 8.2.4. Loan Account Passsheet 8.2.5. TD Account Passsheet 8.2.6. Loan Eligibility (Home, Vehicle etc.) 8.2.7. Request for Cheque Book 8.2.8. Rate of Interest Enquiry 8.2.9. FAQs on newly launched Products 8.2.10. Stock Broking 8.2.11. Tax Planning 8.2.12. E-Commerce services such as Mobile recharge, cab hotel, bus booking etc.</p> | How many APIs for financial services? Format of the APIs (REST/SOAP) | The information shall be shared with the selected bidder. |
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| 127 | 15 | 8. Scope of Work | <p>8.2. Social Media Banking: Social Media Banking entails the following services, to be provided on Twitter, Facebook, Whatsapp, Instagram and other social media channels:</p> <p>8.2.1. Balance Enquiry 8.2.2. e-Pass sheet 8.2.3. Mini statement 8.2.4. Loan Account Passsheet 8.2.5. TD Account Passsheet 8.2.6. Loan Eligibility (Home, Vehicle etc.) 8.2.7. Request for Cheque Book 8.2.8. Rate of Interest Enquiry 8.2.9. FAQs on newly launched Products 8.2.10. Stock Broking 8.2.11. Tax Planning 8.2.12. E-Commerce services such as Mobile recharge, cab hotel, bus booking etc.</p> | Please provide number of transactions as of now and expected growth | The information shall be shared with the selected bidder. |
| 128 | 15 | 8. Scope of Work | <p>8.1.59. Adequate Manpower: 8.1.59.3. There should be one team leader onsite/offsite with whom Bank officials can communicate directly.</p> | Kindly confirm the onsite location where you want our team leader to be stationed at | Bidder has to comply with the RFP terms. |



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| 129 | 15 | 8. Scope of Work | <p>8.2. Social Media Banking: Social Media Banking entails the following services, to be provided on Twitter, Facebook, Whatsapp, Instagram and other social media channels:</p> <p>8.2.1. Balance Enquiry 8.2.2. e-Pass sheet 8.2.3. Mini statement 8.2.4. Loan Account Passsheet 8.2.5. TD Account Passsheet 8.2.6. Loan Eligibility (Home, Vehicle etc.) 8.2.7. Request for Cheque Book 8.2.8. Rate of Interest Enquiry 8.2.9. FAQs on newly launched Products 8.2.10. Stock Broking 8.2.11. Tax Planning 8.2.12. E-Commerce services such as Mobile recharge, cab hotel, bus booking etc.</p> | Bank to confirm if they are looking at a separate Social Media Banking Solution as part of this RFP. In case yes, Request Bank to modify the clause from ONLY OSM/OEM's to allow SI's who can stitch both solutions, as we provide only chatbot solution . | The proposed solution should have the capability to integrate / interface with various social media to enable the Bank to provide social media Banking experience to the users. |
| 130 | 19 | 13. Submission of Bids Through E-Tendering Portal: | <p>13.3. Information for Online Participation</p> <p>13.3.2.3. Training to the Vendor/Contractor for participating in the bids through e-tendering Website.</p> | When will the training happen for the e-tendering portal ? | Kinldy contact the Service provider as mentioned in Cluase 13.3.3 of the RFP. |
| 131 | 21 | 13. Submission of Bids Through E-Tendering Portal: | 13.8. Part C-Commercial Bid (Indicative): | Kindly confirm whether we need to submit indicative price or firm price? | Kinldy refer Clause 13.8, 24.4 and 24.5 of the RFP which are Self-explanatory. |



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| 132 | 22 | 15. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD: | 15.4. The EMD of the Bidders not qualified under evaluation of Part A-Conformity to Eligibility Criteria will be returned within 15 days after opening the Part B-Technical Proposals. The EMD of the Bidders not qualified under Technical Proposal will be returned within 15 days after opening the commercial bid of the Technically Qualified Bidders/ conducting Reverse Auction. The EMD of Technically Qualified bidders will be returned upon the selected bidder/s accepting the order/Letter of Intent (LOI) and furnishing the Performance Bank Guarantee. . | The Bidder requests for the clauses to be read as, "15.4 The EMD of the Bidders not qualified under evaluation of Part - A - Conformity to eligibility Criteria will be <u>returned immediately</u> upon their disqualification. The EMD of the Bidders not qualified under Technical Proposal will be returned <u>immediately</u> upon their disqualification. The EMD of other bidders will be returned immediately upon the selection of the successful Bidder. | Bidder has to comply with the RFP terms. |
| 133 | 22 | 15. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD: | 15.5. The EMD may be forfeited/ Bank Guarantee may be invoked: 15.5.1. If the bidder/s withdraws or amends the bid during the period of bid validity specified in this document. 15.5.2. If the bidder/s fails to participate/quote the price in Online Reverse Auction or fails to login in Reverse auction process. 15.5.3. If the selected bidder fails to accept the purchase order / Letter of Intent (LOI) within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP. | The Bidder requests for the clauses to be read as, clause 15.5 The EMD may be forfeited, if: 15.5.1 If the Bidder withdraws or amends the bid during the period of bid validity specified in this document, provided no amendments are made to the RFP by the Bank. 15.5.3 If the selected bidder fails to accept the purchase order within <u>7 days</u> or fails to sign the <u>mutually agreed contract</u> or fails to furnish performance guarantee in accordance with the terms of the RFP. | Bidder has to comply with the RFP terms. |



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| 134 | 23 | 20. Assumptions/Pre assumptions/Modifications: | The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc in the bidder's response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of Bid/s. | Please note that the bid submission may include certain assumptions / presumptions / modifications / deviations in the Bidder's proposals, in accordance to the Bidder's understanding of the scope and the same should be discussed and mutually agreed and shall not be rejected by the Bank unilaterally and shall not qualify as a ground for disqualification. Further, supply of watson licenses will be in accordance of the IBM licensing terms and conditions and the terms of the RFP shall not apply towards watson licenses. | Bidder has to comply with the RFP terms. |
| 135 | 29 | 32. Project Ownership: | 32.3. The Bidder also has to submit a certificate/Letter from OEM 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. | Who is responsible for procurement, setup and maintenance of the hardware? | Bidder to setup cloud infra along with premium managed service in the name of the Bank and recurring cost towards usage will be borne by the Bank. |
| 136 | 30 | 34. Award of Contract: | 34.3. The selected bidder shall submit the acceptance of the order/LOI within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder/s shall be the date of acceptance of the order by the bidder. | The Bidder requests for the clause to be read as, "The selected Bidder shall submit the acceptance of the order within <u>seven days from the date of the Contract being mutually agreed between the parties</u> . The effective date for start of provisional contract with the Selected Bidder shall be the date of acceptance of the order by the Bidder". | Bidder has to comply with the RFP terms. |



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| 137 | 30 | 34. Award of Contract: | 34.3. The selected bidder shall submit the acceptance of the order/LOI within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder/s shall be the date of acceptance of the order by the bidder. | The Bidder requests for the clause to be read as, "The selected Bidder shall submit the acceptance of the order within seven days from the date of the Contract being mutually agreed between the parties. The effective date for start of provisional contract with the Selected Bidder shall be the date of acceptance of the order by the Bidder". | Bidder has to comply with the RFP terms. |
| 138 | 31 | 36. Effective Date: | The effective date shall be date of acceptance of the order/Letter of Intent (LOI) by the selected bidder. However, the bidder shall submit the acceptance of the order/LOI within seven days from the date of receipt of order/LOI. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion. 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. | Bidder requests the Bank to change the clause to "If the selected Bidder fails to accept the purchase order within 15 working days, upon the signing of the mutually agreed contract or fails to furnish performance guarantee in accordance with the mutually agreed timelines, upon the signing of the mutually agreed Contract". | Bidder has to comply with the RFP terms. |
| 139 | 31 | 38. Security Deposit / Performance Bank Guarantee: | 38.1. The successful bidder/s should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Purchase Order/ Letter of Intent / Notification of Award. | Please note that the Bidder shall submit the requisite Performance Bank Guarantee within 21 days of the receipt of the purchase order, after the Contract is mutually agreed and signed. However, <u>no penalty shall be levied for any delay that the Bidder shall intimate to the Bank within the stipulated timelines.</u> | Bidder has to comply with the RFP terms. |
| 140 | 32 | 40. Supply, Implementation & Commissioning and Acceptance: | 40.2. Bidder has to install the customized solution within 8 weeks from the date of acceptance of the order. | Please share what are the channels on which the service should go live in first 8 weeks? What will be a the customized solution for the said process (referring the use cases listed above in the RFP) | The RFP Clause is modified as " 40.2. The implementation will be in a phased manner and the entire implementation should be completed within 4 months from the date of Purchase Order. |



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| 141 | 32 | 40. Supply, Implementation & Commissioning and Acceptance: | 40.2. Bidder has to install the customized solution within 8 weeks from the date of acceptance of the order. | As there are lot of integrations expected, the customized solution implementation is expected to take more time. Request you to provide appropriate duration for the project | The RFP Clause is modified as " 40.2. The implementation will be in a phased manner and the entire implementation should be completed within 4 months from the date of Purchase Order. |
| 142 | 32 | 39. Execution of Agreement: | 39.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder. | Please note that the Bidder shall sign and execute the Agreement within 30 days of the Agreement/Contract being mutually agreed between the parties and subsequently, shall accept the Purchase Order from the Bank. | Bidder has to comply with the RFP terms. |
| 143 | 34 | 45. Penalties/Liquidated Damages: 45.2. Penalties / Liquidated Damages for not maintaining uptime: | 45.2.2. The maximum penalty levied shall not be more than the 50% of AMC/ATS amount (Plus GST) payable for that Year. | We request to cap the penalty at 5%. | Bidder has to comply with the RFP terms. |



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| 144 | 34 | <p>45. Penalties/Liquidated Damages:</p> <p>45.2. Penalties / Liquidated Damages for not maintaining uptime:</p> | <p>45.2.2. The maximum penalty levied shall not be more than the 50% of AMC/ATS amount (Plus GST) payable for that Year.</p> | <p>Penalty of up to 50% for support is very high, general we have noticed the industry standard to be around 20%. Thus request to modify the clause.</p> | <p>Bidder has to comply with the RFP terms.</p> |
| 145 | 34 | <p>45. Penalties/Liquidated Damages:</p> | <p><u>45.1. Penalties/Liquidated damages for delay in Delivery and Installation of Hardware and Software:</u></p> <p>45.1.1. Non-compliance of the Supply, installation, integration and implementation as per clause (40.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in Supply, installation, Configuration and Implementation per week or part thereof, on the invoice value (exclusive of Taxes). However, the total Penalty/LD to be recovered under this clause 45.1.1 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).</p> | <p>We request bank to please amend this clause as mention below.</p> <p>" Non-Compliance of the supply, installation, integration and implementation as per clause 40.2 will result in the bank imposing penalty (0.5%) on delay in supply, installation, configuration and implementation per month or part thereof on the non deliverable items (exclusive of taxes). However, the total penalty/LD to be recovered under this clause 45.1.1 shall be restricted to 5% of the non deliverable items (exclusive of taxes) "</p> | <p>Bidder has to comply with the RFP terms.</p> |



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| 146 | 34 | 45. Penalties/Liquidated Damages: | | Bidder requests to add the following in clause 45: "Notwithstanding anything stated to the contrary, the aggregate of all the Liquidated Damages/Penalties will be capped at: a. 2% cap of Project Cost b. 10% cap of Monthly Charges for services in scope including transition excluding the software ATS. Any penalty shall be levied only for reasons solely attributable to the Bidder. Penalty shall constitute the Bank's sole and exclusive remedy against the Bidder for such defect/delay" | Bidder has to comply with the RFP terms. | | | | | | | | |
| 147 | 35 | 47. Payment Terms: | <u>47.1. Payment schedule will be as under:</u> <u>Sl. No. 1: Conditions/Remarks:</u> Delivery of customized version of Solution and on submission of Invoice and proof of Delivery for Enterprise license. | Need clarity on what is the difference between custom implementation and final implementation process | As per need of the Bank and Scope of Work, the solution has to be customized. | | | | | | | | |
| 148 | 35 | 47. Payment Terms: | <u>47.1. Payment schedule will be as under:</u> <table border="0"> <tr> <td>Payment Stages</td> <td>% of payment</td> </tr> <tr> <td>a. Delivery and customization</td> <td>50% of Total Order Value</td> </tr> <tr> <td>b. Implementation</td> <td>40% of Total Order Value</td> </tr> <tr> <td>c. Warranty</td> <td>10% of Total Order Value</td> </tr> </table> | Payment Stages | % of payment | a. Delivery and customization | 50% of Total Order Value | b. Implementation | 40% of Total Order Value | c. Warranty | 10% of Total Order Value | Request Bank to amend the payment terms to : 50% of total order value on supply of enterprise licenses, 40% on implementation, customization and acceptance/signoff & balance 10% on completion of warranty period for 1 year | Bidder has to comply with the RFP terms. |
| Payment Stages | % of payment | | | | | | | | | | | | |
| a. Delivery and customization | 50% of Total Order Value | | | | | | | | | | | | |
| b. Implementation | 40% of Total Order Value | | | | | | | | | | | | |
| c. Warranty | 10% of Total Order Value | | | | | | | | | | | | |



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| 149 | 36 | 47. Payment Terms: | 47.6. The payments will be released through NEFT / RTGS and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc. All the applicable TDS, if any, will be deducted at the time of releasing the payment. | The Bank shall provide the TDS certificate within the statutory due date, failing which, the amount shall be treated as due from the Bank. | Bidder has to comply with the RFP terms. |
| 150 | 36 | 48. Order Cancellation/Termination of Contract: | 48.5. 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 month's 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 & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled. | Bidder requests that a <u>cure period of 45 days is to be provided to the Bidder in case of any material breach.</u> Further, any insolvency has to be confirmed by a competent court, before the Bank can terminate the Contract. Also, the Bidder shall be paid for all the products and services provided by the Bidder upto the effective date of termination and the additional amounts that the Bidder may reasonably incur due to such termination. However, <u>no set-off shall be done from the PBG or the amounts payable to the Bidder.</u> | Bidder has to comply with the RFP terms. |
| 151 | 37 | 51. Training: | 51.1. Bidder has to provide training for the solution offered in the proposed solution from OEM directly at their training center in Bangalore, at no extra cost. | Request Bank to modify the training center at their premises instead of vendors office | Bidder has to comply with the RFP terms. |
| 152 | 37 | 52. Warranty: | 52.1. The Bidder warrants that the Software/Solution will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period"). | Warranty for the watson licenses will be as per the terms of the watson licensing terms and conditions. Terms of the RFO shall not apply towards watson licenses. | Bidder has to comply with the RFP terms. |
| 153 | 38 | 53 | Annual Technical Support (If Contracted): | Is external service subscription (Cloud server, NLP engine, sentiment analysis and Language translation) inclusion allowed? | ATS will be applicable on the solution license cost. |



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| 154 | 40 | 55. Intellectual Property Rights: | 55.3. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby. | Please note that the Bidder shall indemnify the Bank by paying any court awarded damages, which arise out of a third party claim, for the infringement of any copyright or patent related to the Bidder's product. However, the steps elucidated in the clause 58.3 are required to be followed and the product should be unmodified by the Bank or its personnels. | Bidder has to comply with the RFP terms. |
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| 155 | 41 | 57. Indemnity: | <p>57.1. 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>57.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>57.1.2. Any contravention or Noncompliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>57.3: Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.</p> | <p>Please note the following:</p> <p>57.1: The Bidder requests for the deletion of this clause. Please note that the Bidder shall indemnify the Bank by paying any court awarded damages, which arise out of a third party claim, for the infringement of any copyright or patent related to the Bidder's product. However, the steps elucidated in the clause are required to be followed and the product should be unmodified by the Bank or its personnels.</p> <p>Further, the indemnity shall only be applicable until the completion of the project.</p> <p>57.3: Bidder liability shall be capped at the total contract value (not the overall project value). The Bidder will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings. These limitations apply collectively to the Bidder, its affiliates, contractors, subprocessors, and suppliers. However, the following amounts are not subject to the above cap: i) damages that cannot be limited under applicable law.</p> | <p>Bidder has to comply with the RFP terms.</p> |
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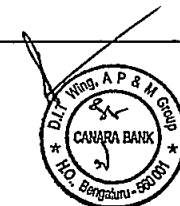
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| 156 | 41 | 58. Inspection of Records: | Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard. | Please note that Audits shall be conducted only to verify if Bidder is performing services in accordance with the service levels. A third party auditor may be appointed only with the <u>mutual consent of the parties</u> on a non-contingent basis after he has executed a confidentiality agreement with the Bidder. Bidder is not obligated to share any information relating to Bidder's costs, Bidder proprietary data, confidential information of Bidder's other customers and internal audit reports of the Bidder. Such audit shall be conducted (a) <u>upon thirty days prior written notice to Bidder</u> ; (b) <u>no more than once each calendar year</u> ; (c) <u>only in relation to the previous twelve months' activities</u> ; (d) <u>during normal business hours</u> ; and (e) <u>to the extent it does not interfere with Bidder's ability to perform the services in accordance with the Agreement</u> | Bidder has to comply with the RFP terms. |
| 157 | 41 | 59. Assignment: | 59.2. 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. | Bidder requests for the deletion of the clause and requests the addition of the following, "Assignment of the Bidder's rights to receive payments or assignment by the Bidder in conjunction with the sale of the portion of Bidder's business that includes a product or service is not restricted". | Bidder has to comply with the RFP terms. |



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| 158 | 42 | 63. Confidentiality and Non-Disclosure: | <p>63.1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-6.</p> <p>63.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.</p> | <p>Please note that any information that is marked or identified as confidential at the time of disclosure by either party shall be protected as confidential by the other party. Further, parties shall <u>mutually agree to sign a separate non-disclosure agreement to govern</u> the terms of the Contract/Agreement.</p> | <p>Bidder has to comply with the RFP terms.</p> |
| 159 | 43 | 67. Negligence: | <p>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.</p> | <p>The Bidder requests for the deletion of the clause as all the criterias are required to be mutually agreed. Further, the right to terminate is already covered above for any material breach.</p> | <p>Bidder has to comply with the RFP terms.</p> |



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| 160 | 44 | 70. Human Resource Requirement: | 70.1. The Bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service. | Is the manpower required only for mentoring and operational support or also required for handling the chat escalations. If yes, then we would have to factor the cost for manpower as well. Kindly confirm | Necessary and adequate manpower shall be provided for handholding , operational support , post production support. |
| 161 | 44 | 71. Force Majeure: | | Bidder requests that the following is added to the clauses, <u>"No force majeure event shall suspended the Bank's payment obligations.</u> | Bidder has to comply with the RFP terms. |
| 162 | 45 | 72. Corrupt and Fraudulent Practices: | Corrupt and Fraudulent Practices | Please note that if the Bidder is found indulging in any intentional corrupt/fraudulent activity to gain any undue business advantage, then the Bank can debar the Bidder from the current RFP process and no further. | Bidder has to comply with the RFP terms. |
| 163 | 46 | 75. Social Media Policy | 75.1.2. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time. | Policy details are not mentioned in the RFP, so please share the same | The information shall be shared with the selected bidder. |
| 164 | 49 | Annexure-2 Eligibility Criteria Declaration Criteria No. e | <u>Eligibility Criteria:</u> The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two BFSI institutions out of which one should be a Scheduled Commercial Bank in India. <u>Documents to be submitted:</u> Bidder should submit Copy of Purchase Order/Reference Letter from the Institutions to this effect duly mentioning the Solution Name. | We request you to amend this clause from 'Bidder should submit copy of PO / reference letter from institutions to this effect' to 'Bidder/OEM should submit PO / Reference letters from the institutions to this effect' | Bidder has to comply with the RFP terms. |



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| 165 | 49 | Annexure-2 Eligibility Criteria Declaration Criteria No. e | <p><u>Eligibility Criteria:</u> The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two BFSI institutions out of which one should be a Scheduled Commercial Bank in India.</p> <p><u>Documents to be submitted:</u> Bidder should submit Copy of Purchase Order/Reference Letter from the Institutions to this effect duly mentioning the Solution Name.</p> | <p>Since Chat Bot technology is new and most of the implementations are in initial stage / Pilot basis. Hence we request Bank to consider experience in any of the Government Sector / PSU apart from BFSI, and request bank to amend the clause accordingly.</p> | Bidder has to comply with the RFP terms. |
| 166 | 49 | Annexure-2 Eligibility Criteria Declaration Criteria No. e | <p><u>Eligibility Criteria:</u> The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two BFSI institutions out of which one should be a Scheduled Commercial Bank in India.</p> <p><u>Documents to be submitted:</u> Bidder should submit Copy of Purchase Order/Reference Letter from the Institutions to this effect duly mentioning the Solution Name.</p> | <p>Request the Bank to kindly modify the clause as: The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two BFSI institutions out of which one should be a Scheduled Bank in India.</p> | Bidder has to comply with the RFP terms. |
| 167 | 49 | Annexure-2 Eligibility Criteria Declaration Criteria No. e | <p><u>Eligibility Criteria:</u> The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two BFSI institutions out of which one should be a Scheduled Commercial Bank in India.</p> <p><u>Documents to be submitted:</u> Bidder should submit Copy of Purchase Order/Reference Letter from the Institutions to this effect duly mentioning the Solution Name.</p> | <p>As the chat bot is methodology is generic and training is specific, can other industry implementations be accepted?</p> | Bidder has to comply with the RFP terms. |



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| 168 | 49 | Annexure-2 Eligibility Criteria Declaration Criteria No. e | <p><u>Eligibility Criteria:</u> The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two BFSI institutions out of which one should be a Scheduled Commercial Bank in India.</p> <p><u>Documents to be submitted:</u> Bidder should submit Copy of Purchase Order/Reference Letter from the Institutions to this effect duly mentioning the Solution Name.</p> | <p>We request to bank relax this clause as, The proposed Chat Bot should have been implemented in at least two institutions out of which one should be a Scheduled Commercial Bank in India</p> | Bidder has to comply with the RFP terms. |
| 169 | 49 | Annexure-2 Eligibility Criteria Declaration Criteria No. e | <p><u>Eligibility Criteria:</u> The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two BFSI institutions out of which one should be a Scheduled Commercial Bank in India.</p> <p><u>Documents to be submitted:</u> Bidder should submit Copy of Purchase Order/Reference Letter from the Institutions to this effect duly mentioning the Solution Name.</p> | <p>We request bank to please amend this clause as mention below. " The proposed chat bot and social media solution should have been implemented at east one BFSI institution in India"</p> | Bidder has to comply with the RFP terms. |
| 170 | 49 | Annexure-2 Eligibility Criteria Declaration Criteria No. b | <p><u>Eligibility Criteria:</u> Bidders shall be the Original Software Owner / Manufacturer (OSO/OSM) of Chat Bot & Social Media Banking Solution.</p> <p><u>Documents to be submitted:</u> If the applicant is a Owner/Manufacturer, Bidder should have to provide an undertaking to this effect.</p> | <p>We request the bank to amend this clause to OSM/SI's as the RFP has 2 separate portion : Chatbot and Social Media Banking. Lot of Chatbot organizations do not have social media banking solution and vice-versa. Therefore, there is a System Integrator play involved to stitch the solution and hence this request.</p> | Bidder has to comply with the RFP terms. |



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| 171 | 49 | Annexure-2 Eligibility Criteria Declaration Criteria No. e | <u>Eligibility Criteria:</u> The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two BFSI institutions out of which one should be a Scheduled Commercial Bank in India. <u>Documents to be submitted:</u> Bidder should submit Copy of Purchase Order/Reference Letter from the Institutions to this effect duly mentioning the Solution Name. | Request Bank to amend this clause to "The proposed chatbot solution & social media banking solution should have been implemented in atleast 2 BFSI institutions/Large Corporates/Telecom companies/Govt organizations" | Bidder has to comply with the RFP terms. |
| 172 | 55 | Annexure 7 | Technical Specifications for ChatBot & Social Media Banking Solution | Regional language support is only available through structured elements. NLP of regional languages has proven to be inaccurate. | Bidder has to comply with the RFP terms. |
| 173 | 55 | Annexure 7 Technical Specifications for ChatBot & Social Media Banking Solution | D. Enterprise Security 3. Hybrid deployment | Does the bank have their own private AWS setup? The bot is seamlessly supported on private AWS setup. | Cloud based implementation shall be done by the bidder in the name of the Bank. Premium Managed Service Partner engagement to be facilitated in the name of the Bank by the Bidder. |
| 174 | 60 | Annexure-11 | <u>Bill of Material</u> | There are no mention of the chat volumes? Can we get an estimate of the volumes and AHT for each chat forecasted | The information shall be shared with the selected bidder. |
| 175 | 60 | Annexure 11 Bill of Material | Table A: Price details of Chat Bot & Social Media Banking | Under Cost Price column : We assume that column A will be actual cost, column B will be applicable GST % and column C will be respective tax amount and Column D would show the sum of actual cost along with GST amount (E.g: 10*18% = 11.8) Kindly confirm on the same | Kindly refer Annexure-11, Bill of Material which is Self-explanatory. |



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| 176 | 11-12 | 8. Scope of Work | 8.1.2. Domain Specific Entity: Named entity recognition is a tool which uses process natural language tasks such as, text categorization, speech translation, and document classification. Chatbot should be able to perform the task of recognizing and classifying single and multi-word expression within chat instance that may refer to the name of the service or a specific entity like theatre name or an area which acts a strong differentiator from typical query based engines like Siri. | Kindly confirm that Canara Bank will provide the connectors to channels mentioned under this section | Bidder has to comply with the RFP terms. |
| 177 | NA | NA | NA | Request the Bank to kindly provide the Bidders an editable version of the RFP as the available version poses great difficulty in editing the different forms that needs to be filled as part of response. | Kindly refer the RFP floated in the website. |
| 178 | NA | Additional | NA | Bank to provide Volumetrics as under 1. Total number of FAQ bank currently has. 2. Total number of FAQ hits currently per month 3. Total number of visitis to banks website per month and the projection yearly over the next 7 years 4. Total number of mobile banking customer currently, total number of active customer and projections yearly over the next 7 years 5. Total number of Internet Banking customers currently, active customers and projections yearly over the next 7 years 6. Total number of service requests / compliants being received at the call center per month currently | The information shall be shared with the selected bidder. |
| 179 | NA | Additional | NA | Bank to confirm how many websites and mobile apps the chatbot should be implemented. If there are separate sites for retail, Corporate, SME's, HNI's etc | The information shall be shared with the selected bidder. |

Place: Bengaluru
Date: 24-09-2018



[Signature]
Deputy General Manager
[Signature]