

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	10	<u>8. Scope of Work</u> <u>8.1. General:</u>	8.1.4. The solution offered should be based on open standard, complete and integrable to bank's websites and other legacy systems for making online payment	Please confirm about the other legacy systems currently available with Bank for future integration. please also confirm about the type of legacy system whether it is CBS/payment/procurement/erp systems?	Details will be shared with the L1 bidder.
2	10	<u>8. Scope of Work</u> <u>8.1. General:</u>	8.1.7. The ASP shall provide Training to Administrators and Users of the Application as well as providing training to the prospective Vendors during each Event at no extra cost.	As per normal practice, Online Training is provided to all the Users of the application during each event (if required). In case physical training is required for banks officers and bidders, we request bank to give us the complete schedule in advance. this will help us define the cost of project?	Bidder has to comply with the RFP terms.
3	10	<u>8. Scope of Work</u> <u>8.1. General:</u>	8.1.11. The ASP shall be responsible for including any change request by the Bank in the solution offered before first four (04) successful events at no extra cost to the Bank. Change Requests after the aforementioned events shall be carried out at mutually agreed costs.	Ref. to this point we request bank to take demonstration of solution offered or confirm the required changes in details to supplier. This will help us to check system compatibility in terms of features required.	Bidder has to comply with the RFP terms.
4	14	<u>8. Scope of Work</u> <u>8.15. Other Terms and Conditions:</u>	8.15.6. The Bidder should have their Support Office in Bengaluru or shall support Bank in its e-procurement process through their representative at DIT, Wing (HO-Annex), Bengaluru.	Do we need to deploy a resource at Bank's premises?? OR Support will be provided to Bank as an when required by visiting Bank's Bengaluru office??	Bidder has to comply with the RFP terms.
5	34	<u>5. Inspection of Records</u>	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 meant for the solution under this RFP and the vendor shall extend all cooperation in this regard.	Ref. to point for all the charges for inspection and external audit will be born by bank, please confirm?	Bank will borne all charges for Inspection of Records.



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6	42	<u>Annexure-2</u> <u>Eligibility Criteria Declaration</u>	<u>Eligibility Criteria:</u> e. The Bidder should have their Support Office in Bengaluru or shall support Bank in its e-procurement through their representative at Bengaluru. <u>Documents to be submitted with this RFP:</u> The Bidder has to submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4.	Kindly let us know whether the residential office would be considered for the same.	Bidder has to comply with the RFP terms.
7	42	<u>Annexure-2</u> <u>Eligibility Criteria Declaration</u>	NA	We suggest the Canara bank should seek bidders who are CMMI L5 certified for the planed execution of Project.	Bidder has to comply with the RFP terms.
8	49	<u>Annexure-7</u> <u>Technical Specifications for Application of e-Procurement Services</u>	<u>A. TECHNICAL REQUIREMENTS:</u> <u>3. OTHER REQUIREMENTS</u> 3.5 Application should detect and alert about the missing pages/files/documents to the tenderer, if any before Bid Submission.	If bank is uploading any tender document on system, please confirm how system will know that pages are missing?	System should deduct and alert about missing mandatory documents of the tenderers before Bid Submission.
9	51	<u>Annexure-7</u> <u>Technical Specifications for Application of e-Procurement Services</u>	<u>A. TECHNICAL REQUIREMENTS:</u> <u>6. SECURITY CONSIDERATIONS</u> 6.11 Sufficient security features to be provided in the application for authentication procedure of the system administrator like ID, password, digital signature, biometric etc.	Currently, authentication procedure of System Administrator is done through User ID, Password and Digital Signature which we suppose suffices Bank's requirement. Thus, request you to please remove biometric authentication from this clause.	Bidder has to comply with the RFP terms.
10	54	<u>Annexure-7</u> <u>Technical Specifications for Application of e-Procurement Services</u>	<u>B. FUNCTIONAL REQUIREMENTS:</u> <u>9. ONLINE PRE-BID MEETING</u> 9.3 The system should have facility to reject to reply to any question.	please note As per normal practice, rejecting queries by system is not in process, bank has option to answer or hold the answers.	The following technical specifiction stands deleted. "9.3 The system should have facility to reject to reply to any question."



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11	65	<u>Annexure-12</u> <u>Bill of Material</u>	NA	We suggest there should be one time setup fee also be considered as the Bidder will be bearing the cost of setting up the dedicated portal for the Canara Bank.	Bidder has to comply with the RFP terms.
12	66	<u>Appendix-A</u> <u>Instructions to be noted while preparing/submitted Part A- Conformity to Eligibility Criteria</u>	13) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.	Query: Help-line will be available on working days & hours. Request you to confirm the same. Will bidder provide support to the users / bidder on handphone in case of holidays and non-working hours.??, kindly confirm	Bidder has to comply with the RFP terms.
13	NA	NA	NA	We recommend Bank officials to add CMMI 3 / 5 certification as a criteria for pre-qualification of suppliers and thus get quality suppliers to participate in this RFP.	Bidder has to comply with the RFP terms.
14	NA	NA	NA	Do we (Service provider) need to prepare e-tender or e-auction events on behalf of the client? OR Client will do the all activity at their end?? Kindly elaborate	Bidder has to comply with the RFP terms.
15	NA	NA	NA	There is no functional detail for Indent, e Auction & PO available in RFP document. Please confirm on process / working of the same.	Bidder has to comply with the RFP terms.

Date: 11/10/2018

Place: Bengaluru

[Handwritten Signature]
Deputy General Manager
[Handwritten Initials]

