

Replies to Pre Bid Queries - RFP 4/2011 dt 10.5.2011 For Engagement of Consultants for Implementation of Datawarehousing with Business Intelligence in Canara Bank.

Annexure 1 to Minutes of Prebid meeting held on 19-05-2011 at 3.00PM

Sl.No.	Page # under reference	RFP Clause / Reference Point / Section #	RFP Clause	Clarification sought by the bidders	Bank's reply
1	General	General	NA	What are the scoring criteria for the bidders?	Please refer RFP clause 15 (Page 6).
2	General	General	NA	Is there an expectation to conduct product/SI demos during the evaluation process?	Bank at its discretion may request for the same.
3	General	General	NA	What is the format for the covering letter for Commercial offer ?	Please refer RFP page 19 Annexure G
4	General	General	NA	Is there a specific calendar timeframe in mind that the Bank has for completing the project?Ex: Bank targets to implement the EDW before Jan 2012	18 months from the date of purchase order. (Consultants will be engaged for 15 months or till the end of the project whichever is later.)
5	General	General	NA	Is there a Disaster Recovery site envisioned for the EDW/BI project	Yes.
6	General	General	NA	There is no eligibility criteria mentioned in your RFP. We presume that only technical evaluation and/or commercial evaluation would form the basis of your bid evaluation and vendor selection as clarified for Q2 above. There will be no additional mandatory compliance / eligibility criteria adopted for bid rejection, except as specified in your RFP	Please refer RFP clause 15 (Page 6).
7	General	Consultant Evaluation model	NA	We request the Bank to share the weight age that the Consultant evaluation would carry Ex:Technical bid: 60% Technical presentation: 10% Commercial bid: 30%	Please refer RFP clause 15 (Page 6).

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8	General	Consultant Evaluation model	NA	We request the Bank to share the technical bid scoring criteria and scores attached to each point of technical evaluation	Please refer RFP clause 15 (Page 6).
9	Page 2	Introduction	Canara Bank intends to build an Enterprise Wide Data Warehouse (EDW) with Business Intelligence (BI) Solution covering all the business areas of the Bank to provide better access to information for decision support system, besides providing data for statutory reporting and MIS for the bank.	Kindly provide a list of the Bank's Departments which would need to be covered as part of the requirements gathering process for this EDW initiative.	<p>Following are the list of Departments (Wings) existing at present which would need to be covered as part of the requirements gathering process for this EDW initiative. Each Department (Wing) is having sections for handling the respective functional areas. The list is only illustrative and not exhaustive.</p> <ol style="list-style-type: none"> <li>1. Chairman &amp; MD's Secretariat</li> <li>2. Executive Directors' Secretariat</li> <li>3. Compliance Department</li> <li>4. Personnel Wing</li> <li>5. Corporate Credit Wing</li> <li>6. Risk Management Wing</li> <li>7. Priority Credit Wing</li> <li>8. Retail Banking Wing</li> <li>9. Inspection Wing</li> <li>10. Department of Information Technology Wing</li> <li>11. Financial Management &amp; Subsidiaries Wing</li> <li>12. Credit Administration Wing</li> <li>13. Financial Inclusion Wing</li> <li>14. Prime Corporate Credit Wing</li> <li>15. Strategic Planning &amp; Development Wing</li> <li>16. Recovery Wing</li> <li>17. Treasury &amp; International Operation Wing</li> <li>18. General Administration Wing</li> <li>19. Credit Monitoring Wing</li> <li>20. Transaction Banking Wing</li> <li>21. MSME Wing</li> <li>22. Vigilance Wing.</li> </ol>

10	Page 2	Introduction	Canara Bank intends to build an Enterprise Wide Data Warehouse (EDW) with Business Intelligence (BI) Solution covering all the business areas of the Bank to provide better access to information for decision support system, besides providing data for statutory reporting and MIS for the bank.	Kindly provide a list of the Bank's IT systems / applications which would need to be covered as part of the requirements gathering process for this EDW initiative.	<p>Following are the list of Bank's important IT systems / applications existing at present which would need to be covered as part of the requirements gathering process for this EDW initiative. The list is only illustrative and not exhaustive.</p> <ol style="list-style-type: none"> <li>1. CBS ( including all subsystems)</li> <li>2. ALM Software</li> <li>3. Risk Management Software</li> <li>4. HRMS</li> <li>5. CARD Software</li> <li>6. Treasury Software</li> <li>7. Payment System Software</li> <li>8. CDCRM Software</li> <li>9. AML Software</li> <li>10. CRM</li> <li>11. Depository Back Office System.</li> <li>12. Internet &amp; Mobile Banking</li> <li>13. ATM /SWITCH</li> <li>14. Other Applications including MIS Software/Packages</li> <li>15. Softwares used by our Subsidiaries like Software used at our Canara Robecco Mutual Fund/Canara Robecco Asst Mgmt Company, Canara HSBC Insurance Co, Canbank Venture Capital Fund, Canbank Factors, Canara Bank Securities, Canbank Computer Services Ltd, Canbank Financial Services Ltd, Canfin Homes Ltd etc.</li> </ol>
11	Page 2	Introduction	Canara Bank intends to build an Enterprise Wide Data Warehouse (EDW) with Business Intelligence (BI) Solution covering all the business areas of the Bank to provide better access to information for decision support system, besides providing data for statutory reporting and MIS for the bank.	Kindly provide a list of the Bank's existing / envisaged MIS Reports which would need to be covered as part of the requirements gathering process for this EDW initiative	Bidder to study the functions of all the departments of the bank and arrive at the requirements, including requirements for Data Mining and Business Analytics

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12	Page 2	A-Instructions	There should be two separate bids (Technical Bid and Commercial Bid). Both Technical and Commercial Bids shall be submitted in English language in font size 12 point in separate sealed envelopes.	In your RFP, page 2, Item A, we presume only hardcopies of the Technical Bid and Commercial Bid need to be submitted. No CD / Soft Copy of the Technical Bid and Commercial Bid need to be submitted.	Soft copies also required in a CD. Prices should be masked. In case the prices are not masked, the Bid will be liable to be rejected. There should not be any mismatch between soft copy and hard copies. If there is any mismatch between the Hard copy and Soft copy of Commercials, the contents of Hard copy shall be treated as correct.
13	Page 2	Introduction	Canara Bank intends to build an Enterprise Wide Data Warehouse (EDW) with Business Intelligence (BI) Solution covering all the business areas of the Bank.....	Does all the business areas of the Bank need to be covered under the EDW & BI solution or does the Bank have a specific list of business areas to focus on, all would mean significant scope creep and we may not achieve a go live in the said period	All business areas are to be covered.
14	Page 2	A. Instructions - Two Bid System Offer	The bid/s should be deposited in the Tender Box kept at Canara Bank, DIT Wing, First floor, Naveen Complex, 14 M G Road, Bangalore – 560 001, on or before Thursday, 2nd June 2011, 03:00 pm.	We request the bank to consider an extension of 8 calendar days from 2 June'11 and as the last date for submission of the EDW tender.	Please comply with RFP terms.
15	Page 4	Section A: Point 7: Preliminary Scrutiny	The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer.	We request the Bank to provide more details on this point and provide examples on what would comprise of a) minor non-conformities to the RFP b) minor irregularity in the offer	The clause is modified as below: "The Bank may, at its discretion, waive any minor irregularity in the offer. This waiver shall be binding on all the bidders and the Bank reserves the right for such waivers"

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16	Page 5	Item 12.2	The fees quoted by the bidder shall include all expenses including travel, accommodation, out of pocket expenses etc. If the bidder fails to include any other expenditure/item in the tender, no claim thereof will be considered by the bank afterwards.	In your RFP page 5, Item 12.2, we assume this project is going to be based out of your offices in Bangalore, India. In case any outstation travel is envisaged, kindly provide the following. a. List of Cities / Towns where travel is envisaged b. Whether travel / boarding / lodging will be arranged by Canara Bank at their own expense as per the travel policies applicable in the bank?	a. The project place is Bangalore and other places of visits depend upon the requirement.  b. Please refer RFP clause 12.2 on Page 5.
17	Page 5	Item 12.4	No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.12.4. Bank shall place the Orders on the selected Bidder at cost price excluding tax. Applicable taxes shall be paid by the bank separately.	In your RFP page 5, Item 12.3, we assume that all applicable taxes as per prevailing rates will hold good during the term of this engagement. In case applicable taxes vary, will the bank accommodate changes in pricing to the extent of the variance in tax rates only? This question is linked to your Item 12.4.	Any upward revision in Taxes during the project period will be accommodated by the bank. Bidder has to bear the upward revision in Tax ,if any, effected beyond the project period and the delay is solely attributable to the bidder.

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18	5	13. FORMAT FOR TECHNICAL AND COMMERCIAL BID	The Technical Bid and Commercial Bid should be made in an organized, structured and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.	In your RFP page 5, Item 13, " Il the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory". Since the Bid may run into several pages, while all the pages will bear the physical seal of the bidder in the footer, would it be acceptable to use digital signature in all the pages of the Bid in the footer, and physical signatures as required in all the Mandatory Annexures where Authorised Signatory Signature are required / mentioned?	Physical signature is required in all pages along with seal.
19	Page 5	10.Documentation:	Technical information in the form of Brochures / Manuals /CD etc. must be submitted in support of the Offer made'	Under #10 of the Instructions section, 'Technical information in the form of Brochures / Manuals / CD etc. must be submitted in support of the Offer made', what brochures or manuals are required?	Brochures/Manuals/CD supporting the capability of the bidder.
20	Page 6	Point:15 SHORT-LISTING OF CUSTOMERS:	The Bank will prepare a short-list of technically qualified bidders and the commercial bid/s of only these bidders will be opened. The Bank will intimate the date and time of opening of Commercial Bid/s to the technically qualified bidders.	How many will be shortlisted?	Please refer RFP Terms.

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21	Page 6	Point:15 SHORT-LISTING OF CUSTOMERS:	The Bank will prepare a short-list of technically qualified bidders and the commercial bid/s of only these bidders will be opened. The Bank will intimate the date and time of opening of Commercial Bid/s to the technically qualified bidders.	Is there any other eligibility criteria for the shortlisting of bidders?	Please refer RFP Terms.
22	Page 6	Point No.15- Short Listing of bidders.	The Bank will prepare a short-list of technically qualified bidders and the commercial bid/s of only these bidders will be opened. The Bank will intimate the date and time of opening of Commercial Bid/s to the technically qualified bidders.	Please provide the parameters for Final Evaluation, i.e. whether vendors will be shortlisted on the basis of the Technical Evaluation only or will vendors be selected on the basis of just commercials i.e. L1 or would marks be allotted separately to Technical and Commercial submissions and a final / total score would be calculated for evaluation. Kindly provide the details of the scoring method being adopted by the bank for Final Evaluation and Vendor selection.	PI comply with RFP terms.
23	Page 7	3. Execution of Contract Agreement.	Within 21 days from the date of acceptance of the order by the selected consultant, the selected consultant shall sign a stamped "Contract Agreement" referred to as "Contract" in this RFP, with the Bank at the time, place and in the format prescribed by the Bank.	We request the bank to share a draft copy of the contract with us. Also the bank is requested to refer to Ernst & Young's standard terms and conditions format which has been shared with the bank.	Will be shared with the selected Bidder as per the terms of RFP.

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24	Page 8	Payment terms-5.3	The Consultant should provide a certificate from the concerned user Group of DIT Wing handling the subject project for having satisfactorily completed the works entrusted in each stage along with the Invoices while claiming Payments as mentioned above.	We request this to be on submission on draft report at each phase as a "certificate" is too absolute and may raise challenges for us	Please comply with RFP terms
25	Page 8	Payment terms - 5.4	Applicable tax shall be paid in addition to the above subject to production of satisfactory proof.	Can the bank amplify what it would expect as proof	Copy of the Notification by the Government.
26	Page 9	Section B: Point 6: Liquidated damages	Bank shall recover 0.5% of the total cost of the Project (ie Consultancy fee) payable to the selected consultant for each week of delay or part thereof if the selected Consultant does not comply with the timelines specified for Stage one and two mentioned in the Scope of Work	We understand the milestones that the Bank expects from the Consultant have been clarified as deliverables in the second column in Annexure H: Scope of Work and non adherence to these deliverables due to sole reasons attributable to the Consultant only will be considered for application of Liquidated damages.	LD is applicable where the delay/non-aderence due to sole reasons attributable to the Bidder.
27	Page 9	Section B: Point 8: Termination of Contract	Bank will have the right to terminate the contract at its discretion	We request the Bank to include the Termination clause to be mutual.	RFP terms to be complied with
28	Page 9	Section B: Point 10: Negligence	In connection with the work or contravenes the provisions of General Terms, if the Contractor neglects...	We understand that the word Contractor would mean the Consultant who would be hired by the Bank.	The word 'Contractor' would mean 'Consultant.'
29	Page 14	Annexure C - Non-Disclosure Agreement	Non-Disclosure Agreement	Please confirm whether this is to be submitted with the bid or only by the selected bidder	RFP terms to be complied with

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30	Page 14 & 18	14 - Annexure C 18- Annexure F	14- Non-Disclosure Agreement 18 A. - Format for technical Bid	In your RFP page 14, Annexure C, is this Annexure C required to be submitted with the Technical Bid or is it to be signed by the successful Bidder only? If you refer your RFP page 18, Annexure F, Item A. Format for Technical Bid, Annexure C is not mentioned in this list.	Annexure C is to be submitted along with Technical Bid. Also the word 'COMPANY' in the Non-Disclosure Agreement may be read as 'CONSULTANT'.
31	Page 16	Annexure D: BG format for EMD	We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____ (mention period of guarantee as found under clause (ii) above plus claim period	We request the Bank to mention the claim period for the Bank Guarantee	No claim period for the Bank Guarantee for EMD.
32	Page 17	Annexure E; Technical Specifications	Proof of Consultancy services provided for implementation of EDW & BI in Banks in India	We request the Canara Bank to consider the definition of the Bank to include the following - Scheduled Commercial Bank - Regulatory Body (RBI, etc) - Associations (IBA, NHB, etc) following We also request Bank to not specify any time period of having provided consultancy services	The term 'Bank 'in RFP under the said clause refers any bank in India including RBI
33	Page 17	Annexure E; Technical Specifications: Point No. 4 - Experience Certificate.	References / Experience Certificate from Bank/s in India for providing consultancy services for successful implementation EDW in their institution (Certificate should not be older than one year from the date of RFP)	We request the Canara Bank to consider the definition of the Bank to include the following - Scheduled Commercial Bank - Regulatory Body (RBI, etc) - Associations (IBA, NHB, etc) We also request the Bank to extend the time period from one year to two years	The clause is amended as below: References/Experience Certificate from Bank/s in India for providing consultancy services for successful implementation of EDW in their institution.

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34	Page 17	Point: 2 and 4 on Proof of Consultancy and Experience Certificate	Annexure E: Technical Specifications 2. Proof of Consultancy :Certificates for having provided consultancy services for implementation of Data Ware House and Business Intelligence Solutions in at least one Bank in India during last two years. 4.Experience Certificate: References / Experience Certificate from Bank/s in India for providing consultancy services for successful implementation EDW in their institution (Certificate should not be older than one year from the date of RFP)	How is experience certificate (pt4 in Annexure E) different from proof of consultancy services(pt2)?	Proof of consultancy: Purchase order copy or copy of the Contract.  Experience Certificate: Certificate from the Bank for whom the bidder has provided Consultancy Services for Data Warehousing & BI project
35	Page 17	Point: 4 Experience Certificate	Annexure E: Technical Specifications 4.Experience Certificate: References / Experience Certificate from Bank/s in India for providing consultancy services for successful implementation EDW in their institution (Certificate should not be older than one year from the date of RFP)	How many experience certificates need to be furnished? How would they be scored?	Please refer RFP terms.

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36	Page 17	Annexure E Item 2	<p>Proof of consultancy services provided for implementation of EDW &amp; BI in Banks in India.</p> <p>Certificates for having provided consultancy services for implementation of Data Ware House and Business Intelligence Solutions in at least one Bank in India during last two years.</p>	<p>In your RFP page 17, Annexure E, Item 2, you have mentioned "Certificates for having provided consultancy services for implementation of Data Ware House and Business Intelligence Solutions in at least one Bank in India during last two years." Kindly clarify the nature of the certificates. Would it mean Certificate of Award of work (Purchase Order / Contract) for projects which are ongoing in the last 2 years? Kindly note, EDW engagements are multi-year engagements. We presume certificate of award for completed / ongoing projects in the last 2 years is being sought by the bank for having provided consultancy services for implementation of Data Ware House and Business Intelligence Solutions in at least one Bank in India.</p>	<p>Clause is modified as "Certificates for having provided consultancy services for implementation of Data Ware House and Business Intelligence Solutions in at least one Bank in India "</p>
37	Page 17	Annexure E: Technical Specifications	<p>Technical Specifications of the RFP</p>	<p>In your RFP page 17, Annexure E, you have mentioned the Technical Specifications of the Offer. However, no evaluation criteria including, but not limited to, marks or weightages are mentioned. Kindly provide a list of the Technical Evaluation Criteria with the respective marks and/or weightages to be used for bid evaluation for the Technical Specifications mentioned herein.</p>	<p>Please comply with RFP terms.</p>

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38	Page 17	Annexure E Item 2	<p>Proof of consultancy services provided for implementation of EDW &amp; BI in Banks in India. Certificates for having provided consultancy services for implementation of Data Ware House and Business Intelligence Solutions in at least one Bank in India during last two years.</p>	<p>Kindly also clarify, in your RFP page 17, Annexure E, Item 2, will multiple references attract additional scoring. This question is an extension of our General Queries Q1.</p>	<p>Please comply with RFP terms.</p>
39	Page 17	Annexure E Item 4 Experience Certificate	<p>References / Experience Certificate from Bank/s in India for providing consultancy services for successful implementation EDW in their institution (Certificate should not be older than one year from the date of RFP)</p>	<p>In your RFP page 17, Annexure E, Item 4, you have mentioned "References / Experience Certificate from Bank/s in India for providing consultancy services for successful implementation EDW in their institution (Certificate should not be older than one year from the date of RFP)" Kindly clarify the nature of the certificates. Would it mean Certificate of Completion of work / Award of Work for projects which are ongoing in the last 1 year from date of RFP? Kindly note, EDW engagements are multi-year engagements. We presume certificate of award for completed / ongoing projects in the last 1 year is being sought by the bank from Bank/s in India for providing consultancy services for successful implementation EDW in their institution.</p>	<p>The clause is amended as below: References/Experience Certificate from Bank/s in India for providing consultancy services for successful implementation of EDW in their institution.</p>

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40	Page 17	Annexure E Item 4 Experience Certificate	References / Experience Certificate from Bank/s in India for providing consultancy services for successful implementation EDW in their institution (Certificate should not be older than one year from the date of RFP)	In your RFP page 17, Annexure E, Item 4, you have mentioned "References / Experience Certificate from Bank/s in India for providing consultancy services for successful implementation EDW in their institution. Would Non-Banking Financial Institutions references like Financial Services companies / Insurance Companies in India be acceptable? This question is linked to General Queries Q1 above.	Reference/ experience Certificate form Banks are required to be submitted for evaluation
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41	Page 17	Annexure E Item 5 - Experience of Banking Professionals in team & Item 6 - Experience of IT Professionals in team	Bio Data with qualifications and experience of Banking professionals who are on the permanent rolls of the organization. Bio data of IT Professionals on the pay rolls of the organization on permanent basis with EDW experience.	In your RFP page 17, Annexure E, Item 5 & 6, is there a requirement of a minimum / maximum number of Bio Data to be submitted to the bank for evaluation? This question is linked to General Queries Q1 above.	<p>The bidder may submit the total number of Banking/IT professional available with the company.</p> <p>The successful bidder has assess and put onsite, the required number of experienced number of persons for succesful implementation of the project. These resources shall be named in the Bid in Annexure E Item 5&amp;6. There should be a minimum of 3 professionals available onsite out of which at least one should have experience in implementing Data Warehousing project as reflected in the Biodata of the resource. The named resources should be available onsite, on all Bank working days ,till the succesful completion of the project .</p> <p>If for any reason the resources are to be substituted , it should be with the consent of the bank. Bank shall recover 0.50% of the total Cost of the project ( ie., Consultancy Fee ) for each week of absence per resource on cumulative basis. The recovery shall be made out of payments due to the Consultant.</p>
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