

**REPLIES TO PRE-BID QUERIES OF EOI 05/2011-12 DATED 07.09.2011 FOR REQUEST FOR EXPRESSION OF INTEREST FOR EMPANELMENT OF CONSULTANTS FOR INFORMATION TECHNOLOGY**

Sl No.	Page No. of EOI	EOI Clause No.	Bank's Requirements as per EOI	Query raised by the Bidder :	Bank's reply
1	3	Eligibility Criteria-A(2)	The bidder should have minimum 3 years' experience in IT Consultancy assignments to reputed business organizations/banks (as on date of EOI) independently and currently engaged in IT Consultancy Services	Bank is requested to clarify what IT consultancy assignments that the consultant should have undertaken. Usually consultancy services are end to end where the bidder has been involved right from IT Strategy formulation, Defining and gathering requirements, vendor evaluation and selection, and program management for any IT consultancy assignment	Bidder to comply with EOI terms
2	3	Eligibility Criteria-A(2)	The bidder should have minimum 3 years' experience in IT Consultancy assignments to reputed business organizations/banks (as on date of EOI) independently and currently engaged in IT Consultancy Services	Bank to clarify on what do they mean by Business Organizations. And if these Business organizations are not Banks then how is this Eligibility criteria relevant to the current Canara Bank EOI since according to us this is not a valid eligibility criteria.	Business organisations means any Public/ Private/ Government / PSU organisations
3	3	Eligibility Criteria-A(2)	The bidder should have minimum 3 years' experience in IT Consultancy assignments to reputed business organizations/banks (as on date of EOI) independently and currently engaged in IT Consultancy Services	Canara Bank to clarify what Banks further mean. Are these Public sector banks or Private banks or RRBs or co-op banks, etc. Bank is requested to consider the criteria of Banks as Public Sector Banks only.	Bank means any PSU / Private Sector Banks.
4	4	Eligibility Criteria-A(3)	The bidder should have provided IT Consultancy Services to any PSU bank in India	Bank is requested to clarify what IT consultancy assignments that the consultant should have undertaken. Usually consultancy services are end to end where the bidder has been involved right from IT Strategy formulation, Defining and gathering requirements, vendor evaluation and selection, and program management for any IT consultancy assignment	Bidder to comply with EOI terms
5	4	Eligibility Criteria-A(3)	The bidder should have provided IT Consultancy Services to any PSU bank in India	Can it be any Bank in India.	Bidder to comply with EOI terms

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6	4	Eligibility Criteria-A(3)	The bidder should have provided IT Consultancy Services to any PSU Bank in India.	<p>Our Recommendations:</p> <p>1. The bidder should have provided IT consultancy to a PSU or a Government body in India.</p> <p>2. Government of India has recently initiated a Results Based Framework that focuses on performance orientation of Government departments / ministries etc to deliver the services to the citizens / other stakeholders in prompt, responsive and effective manner, and in line with the same, you may also consider having deliverables and services as per the scope of the empanelment and the work and may consider having a consortium allowed among the interested bidders to match the pre qualifications as laid down in the Eoi.</p> <p>This will enable wider participation and from the right kind of the organizations leading to better competitive offers to Canara Bank both technically and financially.</p>	Bidder to comply with EOI terms
7	4	Eligibility Criteria-A(4)	The bidder should have local office in Bangalore- The bidders to furnish their existing Bangalore office details like contact details with postal address.	In the eligibility criteria you have wrote that the Bidder should have local office in Bangalore. The bidder should furnish their existing Bangalore office details like contact Details with postal address.We have offices in Mumbai , Pune & Chennai .Can we submit the EOI.	The bidder should have local office in Bangalore.
8	4	Eligibility Criteria-Overall		<p>Bank to clarify on the eligibility criteria since no score based eligibility has been considered for Consultancy experiences, People experiences and Resources with certifications.</p> <p>Usually Public sector banks in India evaluate based on scoring on the above and a cutoff score is established.</p>	Bidder to comply with EOI terms

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9	4	Eligibility Criteria-Overall		Bank is requested to clarify if they are accepting responses from bidders who don't have a positive net profit in the last 3 years from their Indian operations since as per the EOI Canara bank is requesting the last three years balance sheets and P&L accounts.	Bidder to comply with EOI terms
10	4	Eligibility Criteria-Overall		Is the Bank accepting bids from bidders that have been blacklisted in India by Govt. organizations, regulators, Govt. of India Ministries, etc	Bidder to comply with EOI terms
11	4	2	Non interest bearing EMD/BG in lieu of EMD for ₹ 1,00,000/- Refundable	EMD is the earnest money security deposit mostly asked at tendering stage by client. Is it necessary to give the EMD at EOI stage	Bidder to comply with EOI terms
12	4	Scope of the Empanelment B (c )	During the empanelment period, bank would float limited tenders amongst the empanelled vendors and seek responses for various requirements. Individual tenders will contain detailed terms and conditions, instructions and scope of work.	Bank to clarify if the limited tenders which will be floated will be for specific areas with specific scope of work and techno-commercial evaluation of the consultant will be carried out. This will enable the bank to arrive at the best fit consultant for the specific project based on a combined cost and quality approach.	Limited tenders will be floated to the empanelled consultants for specific areas as and when requirement arise. The scope of work and the mode of evaluation shall be narrated in the RFP document.
13	5	Empanelment procedure C (b)	All the shortlisted intending bidders have to make a presentation before a panel of Bank officials.	Is there going to be scoring on the presentation of the Consultants. If yes, then what is the score allotted to the presentation. If no, then Bank to clarify on need of the presentation.	No scoring matrix. To understand the capability of consultants, presentation is required.
14	5	Scope of Work of Consultant (D)		Whether the Scope mentioned in section D is exhaustive.	The Scope of Work of the Consultant mentioned in the EOI is illustrative only.
15	6	D(j)	Identify the approximate cost of each product by suitable price discovery mechanism.	Cost of which Product is being asked and these costs may vary with the time of conceptualization and actual implementation	If the Consultant is engaged for a specific Project, the consultant shall provide the approximate cost of the product / solution bank is procuring by suitable price discovery mechanism and advice the bank.
16	12	Annexure C - B 4	Details of projects handled for the past two years related to the Banking sector	Would this also include on-going projects where the PO is older than 2 years?	Yes

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17	12	Annexure C - C 1	No of Employees working in the organization with Technical Qualifications and professional certifications together with details of their qualifications, certifications and experience	Can we provide a self-declaration for the same, as this would go into a very large number of pages if we provide individual CVs of all employees.	The intending consultant shall provide a self declaration duly mentioning the Number and details of their employees like Technical qualification, certifications, experience etc.
18	14	Annexure E: Bank Guarantee format	The conditions of this obligation are; b. If the Tenderer having been notified of the acceptance of this tender by the employer during the period of Tender validity. i. Fails or refuses to execute the Agreement; if required; or ii. Fails or refuses to furnish the performance security, in accordance with clause ____ of conditions of contract	Bank to clarify on why is there a need for the Performance security. Bank is requested to waive this point since there is no specific contract of performance. This can be requested later whenever the Bank floats a limited tender.	The bidders are requested to submit the Bank guarantee for EMD as per the revised format. The revised format is uploaded in Bank's website.
19	14	Annexure E: Bank Guarantee format	Notwithstanding anything herein contained, (iii) 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 the Guarantee as found under clause (ii) above plan claim period	Bank is requested to waive off the claim period since a standard Bank Guarantee is valid for 6 months which includes the claim period	The bidders are requested to submit the Bank guarantee for EMD as per the revised format. The revised format is uploaded in Bank's website.
20		General		Does the Bank require soft copies of the EOI responses?	Signed hard copy is a must. Soft Copy may be submitted in DVD and it is optional.
21				What is the existing IT infrastructure in Canara Bank?	The details shall be shared with the selected consultant based on the Projects assigned to them.
22				Does the consultancy to be provided for all the branches of Canara Bank within India?	For Department of Information Technology Wing only.

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23		Additional Clause incorporated in the EOI			The following clause is to be read along with the EOI under Instruction to the Applicant in Page 6 & 7. "If the bidder withdraws or amends their offer of empanelment before finalization of empanelment by the Bank, the EMD shall be forfeited / Bank Guarantee shall be invoked."

Place: Bangalore

Date: 21.09.11

Deputy General Manager