

Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	M/s e-Procurement Technologies Limited	11	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.1. General:	8.1.4. The solution offered should be based on open standard, complete and integratable to Bank's websites and other legacy systems for making on-line payment	For online payment do we need to integrate with Canara bank Payment gateway? Further 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?	Bidder has to integrate with Bank's own/other payment gateway as per Bank's requirement.
2	HTC Global Services	11	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.1. General:	8.1.5. The ASP must have its own secured portal hosted in its own server and related computer hardware setup in its own premises/own data center/ leased Data Center in India for the e-procurement application designed and customized exclusively for Canara Bank	Can the server be hosted on Hosting providers based in India?	Bidder has to comply with the RFP terms.
3	M/s e-Procurement Technologies Limited	11	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.1. General:	8.1.5. The ASP must have its own secured portal hosted in its own server and related computer hardware setup in its own premises/own data center/ leased Data Center in India for the e-procurement application designed and customized exclusively for Canara Bank	Solution is required exclusively for Canara bank, if requirement is fulfilled on SaaS, can we deploy solution on multi-tenant application?	Bidder has to comply with the RFP terms.
4	M/s e-Procurement Technologies Limited	11	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.1. General:	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). We understand this will suffice your training requirement.	Bidder has to comply with the RFP terms.
5	M/s e-Procurement Technologies Limited	11	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.1. General:	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.



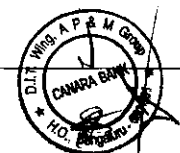
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6	HTC Global Services	12	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.1. General:	8.1.13. The ASP should be able to provide any module of the solution independently without dependency on any other module. Bank may opt to start with one or few modules but reserves the right to utilize all modules at a later stage at the price quoted in the commercial bid without any additional cost	Does the additional Module mentioned here only refers to the standard application content? Without any Customization and adjustment for Customer requirement? Or as per Gap all other modules also are part of Scope?	Bidder has to comply with the RFP terms.
7	HTC Global Services	13	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.6. Data Ownership:	The ownership of all data (tender related data, RFP documents/forms) lies with Bank only. The ASP will only be custodian of this data during contract period.	Is there any document management system available with the Bank, which can be used ? Or will ASP advise a document management repository for safe keeping of the project artifacts?	Bidder has to comply with the RFP terms.
8	HTC Global Services	13	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.7. Data Protection:	The ASP will take all measures to keep data pertaining to Bank, secure at Data Center (DC) as well as Disaster Recovery (DR) site during the contract period. A copy of this data should be kept in fireproof vault at DC and DR. At the end of contract period, the bidder will handover this data to Bank, in readable soft format.	Is there any Geographic and Compliance related restriction for Data Centers?	Yes. DC & DR should be in India & in two different seismic zones in India.
9	HTC Global Services	13	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.7. Data Protection:	The ASP will take all measures to keep data pertaining to Bank, secure at Data Center (DC) as well as Disaster Recovery (DR) site during the contract period. A copy of this data should be kept in fireproof vault at DC and DR. At the end of contract period, the bidder will handover this data to Bank, in readable soft format.	Is there any specific location restriction for Hosting Site and Hardware vendor selection.	Yes. DC & DR should be in India & in two different seismic zones in India.



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10	HTC Global Services	13	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> <u>8.8. e-Payment Integration:</u>	The e-Procurement solution should be ready for e-Payment integration and be capable to electronically handle the following: 8.8.1. Receipt & Refund of Earnest Money Deposit (EMD) and any other deposits during the bidding and contract award process. Canara Bank will specify the bank account into which the amount is to be received for each tender. 8.8.2. Electronic refund of any double payments made by the suppliers (i.e. bidders) while submitting bids. 8.8.3. Electronic Performance Bank Guarantee (PBG) feature should be incorporated/ made available whenever the same would be available with majority of banks in near future. Note: However, the option of both e-payment and offline payment should be available. The mode of payment will be specified in each tender. In case of offline payment, the vendor should be able to submit the payment details of DD/PBG etc.	What platform is the E-Payment built on?	Details will be shared with the L1 bidder.
11	HTC Global Services	13	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> <u>8.9. Data Transfer and Migration:</u>	After the end of the contract period, the ASP should help Bank in migration of current database to the new vendor selected at no additional cost. As such, the database structure of the ASP should be compatible with database structure of new vendor selected. The ASP will have to provide full support to the new vendor selected till the successful implementation of the portal (till portal goes live) at no additional cost.	Will the Bank provide all the relevant Validated data for data migration in specified template provided by ASP?	Bidder has to comply with the RFP terms.
12	HTC Global Services	13	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> <u>8.9. Data Transfer and Migration:</u>	After the end of the contract period, the ASP should help Bank in migration of current database to the new vendor selected at no additional cost. As such, the database structure of the ASP should be compatible with database structure of new vendor selected. The ASP will have to provide full support to the new vendor selected till the successful implementation of the portal (till portal goes live) at no additional cost.	Is there any specific data compliance clause around Customer sensitive data during Migration, which ASP needs to adhere with?	Bidder has to comply with the RFP terms.
13	HTC Global Services	14	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> <u>8.10. Security Features:</u>	8.10.2. Prevention of Unauthorized access: The system shall incorporate Intrusion detection / prevention system, Firewall, online anti-virus scanning that protects it against unauthorized access and hackers, apart from normal requirements relating to prevention of unauthorized access.	Are Firewall and Anti Virus patches installation also part of the Scope? Or will they be handled by ASP's network team?	Bidder has to comply with the RFP terms.



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14	HTC Global Services	14	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.13. Operational Support:	The responsibilities of the selected ASP include, but not limited to the following: 8.13.1. Support through telephone/E-mail/Web during Monday to Saturday, 09.00 AM to 07.00 PM. 8.13.2. Support for all system and associated components of the e-Procurement solution. 8.13.3. Ensuring that the system is available 24x7. The ASP should install/develop its own tool for monitoring the same. 8.13.4. Re-installations, in the event of system crash/failures. 8.13.5. Develop Standard Operating Procedures (SOPs). 8.13.6. Over all monitoring and management of the systems implemented, which includes administration of Networks, UPS and all other services ancillary to these facilities, in compliance with standards and specifications. 8.13.7. Ensure overall security of the solution for protection of all the servers and systems implemented for the project. 8.13.8. Ensure timely fine tuning of the application to enhance the end-user experience.	Are there Location or Language constraints for support center?	Bidder to refer RFP clause 8.15.6 for Support center. Bidder should provide English & Hindi languages support.
15	M/s e-Procurement Technologies Limited	14	<u>SECTION B - INTRODUCTION</u>	<u>8. Scope of Work</u> 8.15. Other Terms and Conditions:	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??, Kindly confirm	Bidder has to comply with the RFP terms.
16	M/s e-Procurement Technologies Limited	17	<u>SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS</u>	<u>1. Delivery of Service</u>	1.2. The events have to be conducted on the date and time specified in the mail as per the request sent by the respective department/office without any deviation.	Ref. to this point, we request bank to decide the timeline mutually by Bank & ASP for execution of the event. 1. Tender creation as it is subject to complexity of the document (RFP) and number of forms and envelope. 2. Execution of the auction as it will be depend on the training of the vendors and their availability. Please confirm.	Bidder has to comply with the RFP terms.

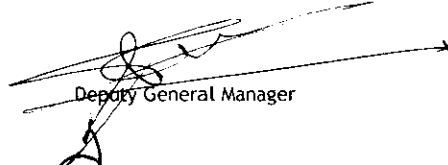


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17	M/s e-Procurement Technologies Limited	35	<u>SECTION G - GENERAL CONDITIONS</u>	<u>6. Inspection of Records</u>	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of 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 for its own staff/auditor/agents.
18	M/s e-Procurement Technologies Limited	57	<u>Annexure-7 Technical Specifications for Engaging Application Service Provider for providing e-Procurement Services to Canara Bank</u>	<u>A. TECHNICAL REQUIREMENTS</u>	<u>3. OTHER REQUIREMENTS</u> 3.5 Application should detect and alert about the mandatory 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?	Bidder has to refer "Guidelines for compliance to eProcurement Systems" issued by STQC.
19	M/s e-Procurement Technologies Limited	59	<u>Annexure-7 Technical Specifications for Engaging Application Service Provider for providing e-Procurement Services to Canara Bank</u>	<u>A. TECHNICAL REQUIREMENTS</u>	<u>6. SECURITY CONSIDERATIONS</u> 6.3 Application should be safe from submission of fake bids.	How to identify fake bid? In case of limited event, system will allow only mapped vendors to participate and in case of open event any approved vendor can insert bid in tender. We request you to provide logic on identify fake bids	Bidder has to refer "Guidelines for compliance to Quality requirements of eProcurement Systems" issued by STQC.
20	M/s e-Procurement Technologies Limited	59	<u>Annexure-7 Technical Specifications for Engaging Application Service Provider for providing e-Procurement Services to Canara Bank</u>	Sufficient security features to be provided in the application for authentication procedure of the system administrator like ID, password, digital signature, biometric etc.	<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.



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21	M/s e-Procurement Technologies Limited	74	<u>Appendix-A</u> <u>Instructions to be noted while preparing/submitting 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.
22	M/s e-Procurement Technologies Limited	NA	General	General		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.
23	M/s e-Procurement Technologies Limited	NA	General	General		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 confirm	Bidder has to comply with the RFP terms.

Date: 19/01/2019
Place: Bengaluru


Deputy General Manager

