Replies to Pre Bid Queries for EOI 01/2025-26 dated 08/05/2025 for Empanelment of Service Providers for conducting E-Auction of Gold Jewelry for a period of three (03) years in Canara Bank

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	22	Annexure-3 Qualification Criteria	Clause 11: The bidder should have support office for in Bengaluru. The service provider should have its presence across the PAN India, either its own office or tie-up arrangement with other agencies for support.	The detailed list of the office addresses along with contact details to be submitted on company letter head. Self-declaration regarding tie-up arrangement in case the service provider is not having its presence to be submitted.	Our company is headquartered in Gurugram & sucessfully providing e-auction services & seamless online support to various BFSI/Govt. Organizations for last twenty years over PAN India Locations . We request you to kindly amend the criteria as per below: The bidder should have presence in any location in India and provide online support in e-auction process conducted by Bank for PAN-India.	Bidder to refer Corrigendum-1
2	35	Annexure-9 Scope of Work	14. Other Terms and Conditions:	14.4. The ASP should have their Support Office in Bengaluru and shall support Bank PAN- India in its e-auction process through their representative at Gold Loan Wing, Bengaluru.	Our company is headquartered in Gurugram & sucessfully providing e-auction services & seamless online support to various BFSI/Govt. Organizations for last twenty years over PAN India Locations . We request you to kindly amend the criteria as per below: The bidder should have presence in any location in India and provide online support in e-auction process conducted by Bank for PAN-India.	Bidder to refer Corrigendum-1
3	39	Annexure-11 Technical Evaluation Criteria	Clause 4: The bidder should have CMMi Level certifications.	Scoring Parameters: CMMi Level III and above Certification - 20 Marks Any other CMMi Level certificate - 10 Marks	We request to kindly amend the criteria as per below: The bidder should have ISO/CMMi Level Certification ISO 27001 Certification: 20 Marks CMMi/ISO 9001 Certification: 10 Marks	Bidder to refer Corrigendum-1
4	NA	NA	NA	General Query	The RFP documents available on website is scanned copy & not in editable format. Request the department to provide editable pdf copy for bid submission preparation purpose.	The same will be provided.
5	22	Annexure-3 Qualification Criteria	Clause 4: The bidder should have successfully completed at least 50 (fifty) assignments successfully as e-Auction service provider with any Scheduled Commercial Bank/ FI / NBFC during immediately preceding 3 years as on the date of submission of bid.	The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the details of the assignments. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number	Is it 50 auctions OR 50 workorder/agreement/client OR 50 gold auctions? if EOI is for gold jewellery auction, can you consider experience of gold auction only instead of movable/immovable assets to get expert solution/services	Bidder to refer Corrigendum-1

★ केनरा बैंक ★ CANARA BANK ★ Tender Processing Section C.P. & V.M. Vertical Technology Services Wing, H.O., Bengaluru-1 सी. पी. एवं वी. एम. वर्टिकल, प्रौद्योगिकी सेवाएं विभाग, प्र.का., बेंगलूरु-01

6	32	Annexure-9 Scope of Work	1. General:	1.4. The solution offered should be based on open standard, complete and should be able to integrate with Bank's websites and other legacy systems for making on-line payment, if feasible.	Ref. to this point, Please clarify on below mentioned points: 1. Scope of Integration: We assume that the Bank requires integration only for online payment purposes and not for other activities such as auction publishing, evaluation, or award processing. Kindly confirm. 2. Bank Selection for Integration: For enabling online payments, please confirm whether: a) The ASP (Application Service Provider) can integrate their own banking partner(s), or b) The Bank requires the integration to be done only with its own chosen bank(s). 3. Kindly share the modes of payment expected to be supported by the system. e.g. Net Banking, Credit/Debit card, Challan, etc... 4. Please confirm which payment types should be handled as online payments within the system. For example:. e.g. EMD Collection, EMD Refund, Doc. Fees, Any other charges.	Bidder to refer Corrigendum-1
7	32	Annexure-9 Scope of Work	1. General:	1.12. 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 without any additional cost.	Ref. to this point, please share all the modules/sub-modules which are to be required by the bank. E.g. Requisition, e-Tender, e-Auction, APO, PO, etc...	Bidder to refer Corrigendum-1
8	33	Annexure-9 Scope of Work	2. The Solution/System should broadly have the following modules/features:	2.4. Creation of Bid	Please elaborate this functionality.	Bidder to comply with EOI terms and conditions.
9	33	Annexure-9 Scope of Work	2. The Solution/System should broadly have the following modules/features:	2.6 Prepare Bid document online	Please elaborate this functionality.	Bidder to refer Corrigendum-1
10	33	Annexure-9 Scope of Work	2. The Solution/System should broadly have the following modules/features:	2.14 Price Bid Opening	Please elaborate this functionality for e-Auction.	Bidder to refer Corrigendum-1
11	33	Annexure-9 Scope of Work	2. The Solution/System should broadly have the following modules/features:	2.16 Award of Bid	Please elaborate this functionality.	Bidder to refer Corrigendum-1
12	33	Annexure-9 Scope of Work	2. The Solution/System should broadly have the following modules/features:	2.17 Winning Bid order	Please elaborate this functionality.	Bidder to comply with EOI terms and conditions.
13	38	Annexure - 10 Technical and Function Specifications	A. TECHNICAL REQUIREMENTS 3.OTHER REQUIREMENTS	3.7 Application should have facilities for evaluating/loading of bids, strictly in terms of criteria laid down in bid documents.	Please elaborate this functionality and share multiple criterias for evaluation.	Bidder to comply with EOI terms and conditions.
14	33	Annexure-9 Scope of Work	7. Data Protection:	The ASP will take all measures to keep data pertaining to Bank. A copy of this data should be kept in fireproof vault at DC and DR of ASP. At the end of contract period, the ASP will handover this data to Bank, in readable soft format.	Data will be in 3 location - Dc server , backup server in DC, DR server and in our HO office. Will this suffice the requirement.	Bidder to comply with EOI terms and conditions.
15	32	Annexure-9 Scope of Work	1. General:	1.4 The solution offered should be based on open standard, complete and should be able to integrate with Bank's websites and other legacy systems for making on-line payment, if feasible.	Is online payment gateway required? Per our previous experience EMD and winning amount was paid within the branch	Bidder to refer Corrigendum-1. Online payment gateway not required Bidder to pay EMD and Winning amount at respective branch.

16	21	Annexure-3 Qualification Criteria	Clause No:03 The bidder should have provided e-Auction services of Movable and immovable assets in at least 3 Scheduled Commercial Banks during last 5 years.	The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the details of service provided. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number.	Based on our review, this tender has been specifically issued for conducting e-Auctions of Gold Jewellery. Therefore, experience in handling movable and immovable assets is not relevant in this context. We respectfully request that eligibility be limited to bidders with proven experience in conducting jewellery auctions, as this will help you engage the most suitable and capable service provider. Hence, we kindly request you to amend the relevant clause accordingly.	Bidder to refer Corrigendum-1
17	39	Annexure-11 Technical Evaluation Criteria	Clause No: 01 The Bidder should have been actively engaged in providing e-Auction services to the Scheduled Commercial Bank/ FI/ NBFC in India as on the date of submission of EOI.	Scoring Parameters: No. of years: >5 years: 20 marks >3 years & ≤5 years: 15 marks 3 years: 10 marks	We kindly request you to consider only the experience specifically related to conducting e-Auctions for Gold Jewellery. The term "e-Auction experience" is broad and includes areas such as scrap auctions, property auctions, and movable/immovable asset auctions, which are not relevant to the current scope of work. As this EOI has been specifically issued for	Bidder to refer Corrigendum-1
18	39	Annexure-11 Technical Evaluation Criteria	Clause No:02 The bidder should have executed IT solution project related to e-Auction services during the last three years as on the date of submission of EOI.	Scoring Parameters: No. of projects: >5 projects- 20 marks 2-5 projects- 15 marks 1 project- 10 marks		Bidder to refer Corrigendum-1
19	39	Annexure-11 Technical Evaluation Criteria	Clause No:03 The bidder should have successfully completed e-Auctions assignments by the Scheduled Commercial Bank/ FI/ NBFC as on the date of submission of EOI.	Scoring Parameters: No. of e-Auction: >500: 20 marks >100 & ≤500: 14 marks >50 & ≤100: 10 marks 50: 5 marks		Bidder to refer Corrigendum-1
20	37	Annexure-10 Technical and Function Specifications	A. TECHNICAL REQUIREMENTS	1.6 The System should work with the Digital Certificates (Class III) issued by any of the licensed Certifying Authorities in India.	We would like to bring to your kind attention that we have been providing same Online Gold Auction services to your esteemed office since 02-January-2021, and have been conducting auctions on a Non-PKI basis throughout this period. Furthermore, a PKI-based solution is not a necessity for gold jewelry auctions, as we have consistently conducted such auctions on a Non-PKI basis for all our PSU/Private and NBFC clients, including your organization. The existing approach has proven to be secure, efficient, and well-suited for the nature of these auctions.	Bidder to refer Corrigendum-1

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21	22	Annexure-3 Qualification Criteria	Clause No:11 The bidder should have support office for in Bengaluru. The service provider should have its presence across the PAN India, either its own office or tie-up arrangement with other agencies for support.	The detailed list of the office addresses along with contact details to be submitted on company letter head. Self-declaration regarding tie-up arrangement in case the service provider is not having its presence to be submitted.	In today's digital era, the widespread availability of mobile phones and internet services has made communication and remote collaboration seamless, regardless of geographical location. Considering this, and in reference to your esteemed organization's EOI for "Empanelment of Service Providers for Conducting E-Auction of Gold Jewellery", we would like to respectfully submit that such solutions can be efficiently developed and managed from anywhere in the world. Therefore, we request you to kindly consider removing the clause that restricts participation based on physical location. Retaining such a condition may unnecessarily limit competition and exclude capable bidders who can deliver high-quality services remotely.	Bidder to refer Corrigendum-1
22	32	Annexure-9 Scope of Work	1. General:	1.3 One Event shall mean One e-tendering full life cycle of online auction.	Based on our review of the tender document, we understand that an e-Tendering solution is also being sought. However, we believe that this may not be essential for gold jewelry auctions. We would like to highlight that since we have been serving your organization since 2021, not a single tender event has been conducted through the portal. Additionally, incorporating an e-Tendering solution would significantly impact the overall project cost. In light of the above, we kindly request you to consider amending this clause to require only the auction solution.	Bidder to refer Corrigendum-1
23	12	Submission of Bids	16. Submission of Bids	16.4 Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly. Bidder to ensure that the bid is dropped in the Tender Box within time schedule.	We kindly request you to consider relaxing this clause and amend it to allow bid submissions via courier or registered post. This will facilitate broader participation and ensure a more inclusive and competitive bidding process, especially for bidders who may not be able to submit the response in person.	Bidder to comply with EOI terms and conditions.

24	11	Tender Fee & Earnest Money Deposit	15. Tender Fee & Earnest Money Deposit	15.5 As per the extant guidelines by Government, Micro and Small Enterprises (MSE) and Startup companies are exempted from submitting Earnest Money Deposit (EMD).	As we fall under the category of a Small Enterprise in accordance with the MSME guidelines, we kindly request a relaxation/exemption from the Tender Fee and EMD. In this regard, we would like to draw your attention to Clause No. 29 on Page 16 of the tender document, which mentions an exemption from Tender Fee and EMD for Micro and Small Enterprises (MSEs). Please clarify which clause comes under consideration.	EMD & Tender fee exemption is applicable to all the eligible bidders as per the prevailing Government guidelines. Bidder to comply with EOI terms and conditions.
25	-	General Query	-	General Query	We would like to clarify whether Canara Bank will be providing a dedicated domain or if we are expected to create a subdomain under our existing parent domain specifically for Canara Bank's use.	Create a subdomain under existing parent domain.
26	11	Tender Fee & Earnest Money Deposit	15. Tender Fee & Earnest Money Deposit	15.5 As per the extant guidelines by Government, Micro and Small Enterprises (MSE) and Startup companies are exempted from submitting Earnest Money Deposit (EMD).	At Page No. 11, clause 15.5 says "As per extent guidelines of government, Micro & Small Enterprise (MSE) and start up companies are exempted from submitting Earnest Money Deposit (EMD). At Page No. 16 clause no. 29 says "Micro & Small Enterprise (MSE) and start up are also exempted from the submission of EMD & tender fee". Hence, kindly clarify whether both EMD & Form fee are exempted or only EMD.	EMD & Tender fee exemption is applicable to all the eligible bidders as per the prevailing Government guidelines. Bidder to comply with EOI terms and conditions.
27	16	Exemptions for Micro & Small Enterprises [MSEs] & Start-Up:	29.Exemptions for Micro & Small Enterprises [MSEs] & Start-Up:	As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Micro & Small Enterprises and start-ups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in EOI document. The Micro & Small Enterprises (MSEs) and Startups are also exempted from submission of EMDs and tender fee subject to submission of documentary proof like Udyam Registration certificate, Certificate of recognition by department for promotion of industry and internal trade, Ministry of Commerce, GOI.	At Page No. 11, clause 15.5 says "As per extent guidelines of government, Micro & Small Enterprise (MSE) and start up companies are exempted from submitting Earnest Money Deposit (EMD). At Page No. 16 clause no. 29 says "Micro & Small Enterprise (MSE) and start up are also exempted from the submission of EMD & tender fee". Hence, kindly clarify whether both EMD & Form fee are exempted or only EMD.	EMD & Tender fee exemption is applicable to all the eligible bidders as per the prevailing Government guidelines. Bidder to comply with EOI terms and conditions.
28	31	Annexure-9 Scope of Work	Clause No:04 Conduct Market Making activities which includes Identifying, Training and Registering interested buyers for the sale.	ASP	We do marketing by displaying the auction details in our eAuction web portal free of cost. Also, a system generated Email & SMS will be sent to all the registered bidders in our portal. Kindly confirm if any specific mode of marketing.	EOI clause is self explanatory. Bidder to comply with EOI terms and conditions.

Date: 03-06-2025
Place: Bengaluru

Deputy General Manager

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