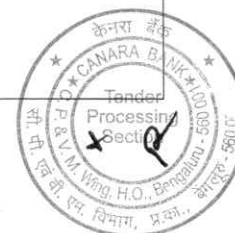
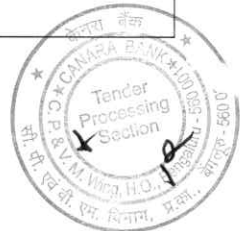


Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank						
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	79	Annexure - 9(A)	Mandatory certifications to consider	PCI DSS (Applicable for storing/processing card transactions and payment information)	Can you please give few example of IVRs wehere Applicable for storing/processing card transactions and payment information involved in the current Bank's requirement usecases.	Query is not relevent
2	66	Annexure-9 Scope of Work	1. Hardware	1.3. The solution should be deployed at the Data Centre (DC) and Disaster Recovery (DR) sites of the Bank including test setup with a 3 Tier Architecture with failover setup in active -active mode. The bidder should be able to support without additional cost in case of any change in location of DC / DR for any business purposes.	Where are current Bank's DC and DR located? For IVRs, Can we hosted the IVR solution in our DC?	IVR Request has to be processed through SMS middleware to vendors platform. Bidder to comply with RFP terms and Conditions
3	66	Annexure-9 Scope of Work	Hardware and Software	General	Please clarify if the proposed solution will be on Onpremises or on Cloud ?	Bidder has to provide the proposed solution in Bank's premises.
4	66	Annexure-9 Scope of Work	Hardware and Software	General	What are the differnet geographies of uses	Bidder to comply with RFP terms and Conditions
5	66	Annexure-9 Scope of Work	General		How Many user personas are you looking for	Query is not clear
6			Generic		Kindly confirm the submission type online and offline	Response should be submitted in GeM portal and required physical documents such as EMD (Bank Guarantee/DD), Integrity Pact should be submitted to the address mentioned in Section A-Bid Schedule, before due date/time
7	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6.3. Penalty for fall in success Rate of SMS & IVR services:	6.3.1. Success Rate of 99% on monthly basis and above is expected from Bidder in delivery of High Priority SMS category. Any fall in the success rate in delivery of SMS below the minimum expected level will be penalised as under:Note: SMSs failed due to the below reasons will not be considered for failure rate calculation:a. Invalid mobile numberb. Inbox fullc. Mobile number blacklistedd. DLT failure due to Bank reasonse. DND Service activated.	Please consider the following other Handset issues to be removed from failure rate calculation:1. Out of network coverage area 2. Destination Network issues 3. Mobile SwitchedOff	Bidder to comply with RFP terms and Conditions



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
8	67	Annexure-9 Scope of Work	3. Dashboard, Portal, reports & Alerts	• Live monitoring of SMS logso IMEI number of handset to which SMS is delivered	Request you make this clause optional as it is not feasible to receive IMEI number of the handset based on SMS delivery	Bidder to comply with RFP terms and Conditions
9	68	Annexure-9 Scope of Work	3.2. SMS Logs portal	• It should support minimum 500 users.	Request to clarify a maximum number of users to be supported for sizing of servers accordingly.	Bidder has to provide the system to support minimum 500 users and maximum 15000 users subject to Bank's requirement
10	71	Annexure-9 Scope of Work	4. SMS services	4.18. The bidder should provide facility to convert long URLs to short URLs sent through SMS.	For this service no provision is mentioned in commercial bid format request to provide the same and share estimated quantities per month for sizing and proposing accordingly.	Bidder to factor all costs related to the scope of RFP in the Bill of Material format provided in RFP
11	70	Annexure-9 Scope of Work	4. SMS services	4.14. Proposed solution should support Oracle database. If proposed solution does not support Oracle database, bidder has to provide licensed version of supporting database free of cost (including maintenance).	Please clarify if Oracle License will be provided by Bank for the middleware solution.	Bidder has to provide the licensed database for proposed Solution(Middleware). Bank will provide the Oracle data base with license for copying the logs.
12	83	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	2. No. of SMSs processed for a single client for a period of one (01) year during last three (03) years as on the date of submission of bid. No. of SMSs processed for a single client: ≥ 1500 cr: 15 marks ≥ 750 cr & < 1500 cr: 10 marks ≥ 350 cr & < 750 cr: 5 marks	Request to reduce the SMSs processed for a single client as below to allow wider number of bidders to participate equally as these values are presently limited to very few bidders: ≥ 700 cr: 15 marks ≥ 500 cr & < 700 cr: 10 marks ≥ 250 cr & < 500 cr: 5 marks	Bidder to comply with RFP terms and Conditions
13	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Penalties & Liquidated damages	General	Request to restrict the penalties to maximum 10% of the categorywise invoice value	Bidder to comply with RFP terms and Conditions
14	NA	GeM bid document:GEM/2024/B/538238 0 Dated 10/09/2024	EMD Detail	EMD Amount: 250,000,000.00	As per GeM GTC 4.0 v1.14_31Jan24, sellers with an annual turnover of INR 500 crore or more in the past three financial years are exempt from paying EMD. We meet this criteria and will upload the turnover certificate. Please confirm if our understanding is correct.	Bidder to refer Corrigendum-1



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
15	55	Annexure-2	Pre-Qualification Criteria	10. The Bidder should have successfully implemented robust middleware solution for integrating with Client applications. The middleware should have successfully processed at least 1 Crore Domestic SMS from a single Client per day. Bidder has to submit Reference letter from their Customers in their name clearly stating the number of SMS sent.	Reference Letter: Some PSU banks have rules against displaying values in reference letters. We request to validate via POs, invoices, and contact details. Email confirmation should be acceptable for middleware implementation and SMS numbers. Annexure-7 with customer details will be provided.	Bidder to comply with RFP terms and Conditions
16	56	Annexure-2	Pre-Qualification Criteria	11. The Bidder must have processed 350 crore SMSs for a client for a period of one (01) year during last three (03) years as on the date of submission of bid./ The bidders has to provide letter from the client confirming the volume of the SMS/ Paid invoices clearly stating the number of SMSs processed/ any other documentary proof evidencing to this and acceptable to the Bank.	SMS Validation: Invoices will clearly state the number of SMS processed, along with PO and contact person details. Annexure-7 will include customer information.	Bidder to comply with RFP terms and Conditions
17	70	Annexure-9	Scope of Work	<u>5. VMN/Short code Services</u>	VMN Procurement: Is VMN procurement the responsibility of L1 only, or for L1, L2, and L3? How many VMNs/short codes are currently in use, and what are the daily hits? Please share detailed scope	All selected bidders has to provide , based on Bank's requirement
18	70	Annexure-9	Scope of Work	<u>6. Voice call/Missed call services</u>	**Voice Services**: Canara is using IVR and missed call services. Is providing these services mandatory for L1 to L3? Please confirm the scope for missed calls and IVR. Also, clarify if voice services are required for SMS failover or standalone. What is the call pulse duration (15 or 30 sec)?	Call pulse duration is 100 seconds.
19	70	Annexure-9	Scope of Work	<u>6.5. Categories of IVR</u>		
20	70	Annexure-9	Scope of Work	<u>8. Onsite support & Back up logs</u>	Onsite Support: Onsite support costs need to be included in the commercial format.	Bidder to factor all costs related to the scope of RFP in the Bill of Material format provided in RFP
21	82	Annexure-10 Technical Evaluation	Section B -Technical Evaluation Scoring Criteria	Section B -Technical Evaluation Scoring Criteria	Email Confirmation: If reference letters aren't provided, we request acceptance of customer emails for service validation. We will submit invoices, ongoing POs, and contact details for SMS validation	Bidder to comply with RFP terms and Conditions
22	37	SECTION G - GENERAL CONDITIONS	5. Responsibility for Completeness	5.1. The selected bidder shall ensure that the Solution provided [Hardware/Software/licenses/services etc.] meets all the technical and functional requirements as envisaged in the scope of the RFP.	Middleware Implementation: Will all three bidders (L1:L2:L3) be responsible for middleware implementation, or only L1?	All selected bidders has to deploy their own middleware



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank						
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
23	72	Annexure-9 Scope of Work	1. Project Management	11.2 Bidder shall be responsible for planning and executing smooth transition from the existing SMS setup within 30 days from the commencement date	We will share the project and implementation plan, but request the timeline be extended from 1 month to 2.5-3 months for better coordination with the bank.	Bidder to comply with RFP terms and Conditions
24				GENERAL	<p>Canara SMS basic queries</p> <p>1. Physical documents needs to be submitted : EMD and Integrity Pact or any else document along with this?</p> <p>2. Page no. 57 eligibility criteria : pointer 18 : What KYC documents needs to be provided?</p> <p>3. Please clarify the name needs to be added in integrity pact first paragraph pg. no. 100</p>	<p>1. Technical bid should be submitted in GeM portal and physical documents including hard copy of Integrity Pact, EMD (DD/BG) should be submitted at the address mentioned in RFP document before due date/time.</p> <p>2. KYC of the person authorised to sign in RFP document.</p> <p>3. Name can be written at the time of execution.</p>
25	74	Annexure - 9(A)	Annexure - 9(A)	Annexure - 9(A) Cloud Security Checklist to be submitted by bidder (If Applicable) , Mandatory certifications to consider , Certifications , Good to have/Preferable certifications to consider	4. kindly seek clarity regarding the certification required from bidders and their cloud service providers (in our case, AWS). We are going to deploy the middleware to Banks DC and DR so it is applicable to us. Which certifications are mandate for us as we are the service provider (aggregator)	Bidder should be complied with Annexure 9A, if bidder's platform hosted in cloud infrastructure.



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
26	83	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	6. Delivery success rate of Domestic SMS. The success rate will be considered for the organization with the lowest success rate among those for which experience has been submitted under SL. no.1 of this table Success rate %age: ≥98% & 100%- 15 marks ≥96%-98%- 10 marks ≥94% & <96%- 5 marks <94%- No marks	We are serving majority of the Banks Public and Private sector banks since last couple of years and we have observed no bank will give confirmation over the reference letter as we already asked them to get the letters but they refused so requesting you to please accept the Undertaking from the bidders and for reference will share you the concern Banks person details so you can verify with them. Revised : Success rate %age: ≥96% & 100%- 15 marks ≥94%-96%- 10 marks ≥92% & <94%- 5 marks <92%- No marks 96% delivery rate can be considered acceptable due to several uncontrollable factors. These factors include invalid or inactive recipient numbers, device issues (e.g., switched off or out of coverage), network congestion, operator-related issues (such as number portability or maintenance), and rare cases of anti-fraud filtering. Despite their critical nature, these external dependencies may occasionally impact the delivery of such messages. Also, SMS delivery is pending on database as well	Bidder to comply with RFP terms and Conditions
27	56	Annexure-2	Pre-Qualification Criteria	GENERAL	As we are all aware, Canara Bank recently floated a new RFP after the previously issued RFP was scrapped a month ago. We had already collected reference letters from our customers for the earlier RFP, in which they mentioned the previous RFP number as a reference. In light of this, we kindly request you to accept those reference letters as valid for the new RFP. Simultaneously, we will make efforts to collect updated letters from the respective clients with the new GEM RFP reference number. Thank you for your understanding and consideration.	Bidder to refer Corrigendum-1
28	83	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria			
29	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated Damages	6. Penalties & Liquidated Damages	Penalty and Liquidated Damages are too high. Please make the Liquidated Damages to 0.5% of the entire contract value and term and the penalties also for contract term. Additionally, kindly exclude uncontrollable factors while imposing Liquidated Damages and penalties.	Bidder to comply with RFP terms and Conditions



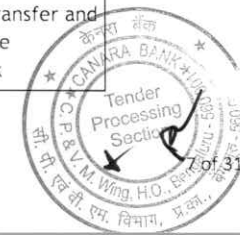
Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
30	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	6.7. Penalty for Absence of 24x7 onsite support: The bidder should provide 24*7 onsite support in 3 shifts per day. Failing to provide onsite support will lead to a penalty of Rs.2000 per shift	Please share roles & responsibilities of expected resources to consider their expertise & applicable cost.	Bidder to refer clause 8.3. of Annexure-9, Scope of Work
31	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	6.15. Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their service provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill.	a. This is open ended liability with no capping, please cap it to 10% of monthly invoicing. b. Also, false delivery cases needs to be clarified. Will bank go with their customer complaint reporting false delivery as it is or there is a mechanism to establish the fact.	a. Bidder to comply with RFP terms and Conditions b. Bidder has to provide telephone operator CDR logs for confirming the SMS delivery to customers.
32	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Scope involved during Contract period	8.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Delivery of Domestic SMS and IVR Services in Canara Bank. 8.3. During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier. Bank reserves the right to pause the work at any point of time and use the services for partial delivery of select modules of the Solution	Please allow mutual discussion and agreement on revised commercials in case of change / addition in Scope of Work at such time.	Bidder to comply with RFP terms and Conditions
33	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	13. Right to Audit	13. Right to Audit	Kindly provide us with a 30 days prior notice to Audit.	Bidder to comply with RFP terms and Conditions
34	25	SECTION D - BID PROCESS	6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	6.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Insurance Surety Bonds, account payee demand draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru, fixed deposit receipt, or banker's cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form, safeguarding the Bank's interest in all respects. The bid security should remain	Karix Mobile falls under exempted category on GeM portal as we have Turnover of > 500 Cr in last 3 years. Hence, we would not submit the EMD/BG as per GeM portal rule. Please confirm if this understanding is correct.	Bidder to refer RFP/GeM terms and conditions in this regards



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
35	26	SECTION D - BID PROCESS	12.Submission of Bids	12.1.The Bidder has to submit their response in GeM portal before the bid end date & time mentioned in the RFP document. The physical documents (viz. , EMD, Integrity Pact etc.,) should be submitted to the below mentioned officials before the bid end date & time at the Venue specified in the Bid Schedule.	a. We understand that Bank Guarantee & Integrity Pact are to be submitted in hardcopy, rest of the bid set needs to be submitted online only. Please confirm on this understanding. b. Price bid is not to be submitted in physical hardcopy, please confirm on this understanding.	a. Your understanding is correct. b.Bidder to enter price in GeM portal.No need to submit the hard copy of price bid at the time of submission of technical bid.
36	32	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	7.Fixed Price	The prices quoted in the tender response will be fixed for the period of the contract. In the event of reduction in the national market prices of the delivery of the SMS alerts under Bulk SMS services, the Bank reserves the right to negotiate for a better price with the bidder.	Please allow mutual discussion and agreement on revised commercials in case of change due to external factors which are outside the purview of vendor. Ex.: TRAI / Regulatory.	Bidder to comply with RFP terms and Conditions
37	34	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	12.Order Cancellation/Termination of Contract	12.Order Cancellation/Termination of Contract	Kindly make this clause mutual between both parties	Bidder to comply with RFP terms and Conditions
38	38	SECTION G - GENERAL CONDITIONS	6. Inspection of Records	6. Inspection of Records	Kindly provide us with a 30 days prior notice to inspect	Bidder to comply with RFP terms and Conditions
39	38	SECTION G - GENERAL CONDITIONS	8.Assignment	8.Assignment	Kindly make this clause mutual and kindly do not assign any financial obligations towards the service provider to any third party.	Bidder to comply with RFP terms and Conditions
40	39	SECTION G - GENERAL CONDITIONS	12. Exit Management Plan	12.1.Bidder/Vendor/Service Provider shall submit a structured & detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Bank.	We understand that Exit Management Plan needs to be submitted by selected vendor/service provider. Its documents are not to be submitted in bid set as of now. Please confirm if this understanding is correct.	Bidder to comply with RFP terms and Conditions
41	39	SECTION G - GENERAL CONDITIONS	11.Confidentiality and Non-Disclosure	11.Confidentiality and Non-Disclosure	Kindly make the clause mutual between both parties	Bidder to comply with RFP terms and Conditions
42	40	SECTION G - GENERAL CONDITIONS	13. Training and Handholding	13.1.Bidder /Vendor/Service Provider shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to	We understand that Training and Handholding needs to be performed by selected vendor/service provider. Its documents are not to be submitted in bid set as of now. Please confirm if this understanding is correct.	selected bidder shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
43	41	SECTION G - GENERAL CONDITIONS	15. Business Continuity Plan	15.1.The service provider/vendor/ Bidder shall develop and establish a robust Business Continuity and Management of Disaster Recovery Plan if not already developed and established so as to ensure uninterrupted and continued services to the Bank and to ensure the agreed upon service level.	We understand that Business Continuity Plan needs to be deployed by selected vendor/service provider. Its documents are not to be submitted in bid set as of now. Please confirm if this understanding is correct.	Bidder to comply with RFP terms and Conditions
44	41	SECTION G - GENERAL CONDITIONS	18. Protection of Data	18. Protection of Data	Kindly make the clause mutual and as per applicable law	Bidder to comply with RFP terms and Conditions
45	41	SECTION G - GENERAL CONDITIONS	18. Protection of Data	Where the terms of the RFP/Gem Bid/PO/Agreement require any data to be maintained by the Bank, the Bank agrees to grant, Vendor/Service provider such access and assistance to such data and other materials as may be required by Vendor/Service Provider, for the purposes of correcting loss or damage to Bank data. If any data to be shared between the Bank and Vendor/Service provider for the purpose of the contract, the same shall be shared through secured channels in an encrypted manner. The Vendor/ Service Provider shall process the relevant data at _____ (furnish the location).	Please elaborate regarding _____, Please confirm required action by bidder.	Details will be shared with successful bidder
46	43	SECTION G - GENERAL CONDITIONS	20. Indemnity	20. Indemnity	Kindly make the indemnity clause mutual and kindly provide us with content indemnity	Bidder to comply with RFP terms and Conditions
47	45	SECTION G - GENERAL CONDITIONS	23. Force Majeure	23. Force Majeure	Kindly add events of pandemic and epidemic into the definition	Bidder to comply with RFP terms and Conditions
48	45	SECTION G - GENERAL CONDITIONS	24. Responsibilities of the Bidder	24. Responsibilities of the Bidder	Kindly add the responsibilities towards the bidder too	Bidder to comply with RFP terms and Conditions
49A 51:F 54	50	SECTION H- PURCHASE PREFERENCE	1. Micro & Small Enterprises [MSEs:	1.2.Under the amended Public Procurement Policy for MSEs, Order 2012, the Central Government Ministries/ Departments/ Public Sector Undertakings shall procure a minimum of 25 per cent of their annual value of goods or services from MSEs. (In accordance with General Financial Rules, 2017, Rule 153-(ii)).	We understand that 1 MSME with at least 25% traffic shall be onboarded by Canara Bank for compliance to this point because this SOW requires expertise which established player can only provide. Please confirm if this understanding is correct.	Please be guided by relevant clauses mentioned in Section-H of RFP Document.



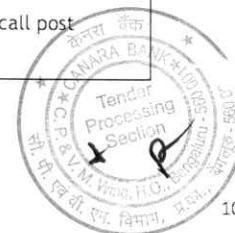
Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
50	57	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	12. The Bidder must have successfully implemented project of SMS/IVR services in Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/ Central Government / Reputed Private organizations with turnover more than Rs.1000 crore for the FY 2022-23, in India during last 3 years from the date of submission of bid. The bidders has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the client clearly substantiating the number of SMSs sent per annum.	Please note that most of the large Banks / PSUs do not release purchase order/work order / engagement letter. We sign agreement with them, please allow sharing agreement copy with masked commercials section in place of purchase order/work order / engagement letter. For further assurance, we can attach latest invoice copies with masked commercials along with agreements. Please approve this request for this point and all other points in RFP wherever purchase order/ work order / engagement letter are asked.	Bidder to comply with RFP terms and Conditions
51	57	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	12. The Bidder must have successfully implemented project of SMS/IVR services in Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/ Central Government / Reputed Private organizations with turnover more than Rs.1000 crore for the FY 2022-23, in India during last 3 years from the date of submission of bid. The bidders has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the client clearly substantiating the number of SMSs sent per annum.	Please note we have taken reference letters from our existing clients during previous RFP phase, which got cancelled. Clients have mentioned previous GeM bid number on these letters as per policy. Clients have long process of internal approvals due to which our request of updated reference letter with new GeM Bid number may get delayed/ even rejected. Please allow us to share reference letters from existing clients which mentioned previous GeM bid number of Canara Bank Domestic RFP. Please allow this request for this point and all points wherever reference letters are to be provided.	Bidder to refer Corrigendum-1
52	61	Annexure-4 Bid Security Declaration	Annexure-4 Bid Security Declaration	Should be submitted by eligible MSEs/Startups on Company's letter head with company seal and signature of the authorized person	Karix Mobile falls under exempted category on GeM portal as we have Turnover of > 500 Cr in last 3 years. Hence, we would not submit the EMD/BG as per GeM portal rule.	Bidder to refer RFP/GeM terms and conditions in this regards
53	63	Annexure 6	Non-Disclosure Agreement	Non-Disclosure Agreement	Kindly make the NDA mutual	Bidder to comply with RFP terms and Conditions
54	67	Annexure-9	Scope of Work	3.1 Dashboard, Portal, reports & Alerts IMEI number of handset to which SMS is delivered	Telecom operators doesn't share the handset IMEI details with service providers. Kindly remove this from the SMS reporting format	Bidder to comply with RFP terms and Conditions



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
55	68	Annexure-9	Scope of Work	3.1 Dashboard, Portal, reports & Alerts Dash boards should be integrated with SAS package of the Bank if required	Our middleware has it's own Live GUI dashboard for display of SMS reports. Please share more details about SAS package which is being referred here and what type of integration is expected	Bidder has to integrate the dash board with Bank's single Sign on Authentication system.
56	68	Annexure-9	Scope of Work	3.1 Dashboard, Portal, reports & Alerts The Dashboard should have the capability to mask certain information when accessed by certain class of users.	We support masking of mobile number of the customer and SMS message content which are PII data, please specify what information apart from these two will be requested for masking on dashboard	Bidder to comply with RFP terms and Conditions
57	68	Annexure-9	Scope of Work	3.1 Dashboard, Portal, reports & Alerts The Dashboard should be capable of generating automated SLA compliance reports and should include filters based on but not limited to, parameters such as date, message content, mob no, OTP, bulk types etc.	Traffic wise, date wise, vendor wise, message category wise SLA reports are available in our middleware reporting dashboard. What is expected when you say message content and mobile number ? Please elaborate and explain the requirement	Bidder to comply with RFP terms and Conditions
58	69	Annexure-9	Scope of Work	3.9 Portal should have the facility to update the DLT approved templates in bulk through excel upload.	Karix as a SMS service provider has this functionality on its platform for enabling bank to upload DLT approved template in bulk through excel upload.	Proper input not there to address the query.
59	69	Annexure-9	Scope of Work	3.9 Bidder should push the SMS logs to Bank's Database on a daily basis and an additional online portal is required to be provided which provides the complete details of SMS. Portal should be integrated with SAS package/AD of the bank which permits employee to access the portal using	Our middleware already have this online portal for showcasing SMS logs. The additional portal will replicate the same details what is already available in middleware dashboard reports which use to get built on the same DB. Do we need to replicate the same dashboard ? If yes, what is the need of having the same dashboard twice?	Bidder to comply with RFP terms and Conditions
60	70	Annexure-9	Scope of Work	3.9 Dashboard should have the option to request for template whitelisting.	DLT whitelisting has to happen on DLT portals provided to bank by Telecom operators. It cannot happen on middleware or vendor portals. Kindly remove this requirement	Bidder to comply with RFP terms and Conditions
61	70	Annexure-9	Scope of Work	4.14. Proposed solution should support Oracle database. If proposed solution does not support Oracle database, bidder has to provide licensed version of supporting database free of cost (including maintenance).	Can bank provide Oracle license and we will provide the hardware (PSB, IOB, BOM, UBI, IDBI) - Currently these banks are giving the Oracle software with licensing.	Bank will provide the Oracle software with licensing.
62	72	Annexure-9 Scope of Work	6.5. Categories of IVR	Promotional bulk calls: calls with pre-recorded voice message with pulse rate of 100 seconds should be initiated to the customer mobile numbers.	Please elaborate on the pulse rate of 100 seconds, does it mean pre-recorded voice message duration OR maximum time of call post which it should be dropped?	Maximum time of call post



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
63	75	Annexure - 9(A)	Annexure - 9(A)	Cloud Security Checklist to be submitted by bidder (If Applicable):	We would use physical servers for DC & DR setup within Bank's premise for middleware solution deployment, and would not use any Cloud Service Provider like AWS or Azure for deploying middleware solution. Our SMS platform for processing messages is also deployed in Data centres located at physical locations with DC & DR setup. Hence, Annexure - 9(A) is not applicable for us. kindly confirm	Bidder should be complied with Annexure 9A, if bidder's platform hosted in cloud infrastructure.
64	82	Annexure-10	Annexure-10	28. It is the responsibility of the Vendor to change/upgrade/customize its infrastructure/solution at all levels for ensuring the compliance to statutory, regulatory guidelines including RBI, TRAI, IRDA, IBA, MASTER CARD and VISA ,NPCI etc. at no extra cost to Canara Bank.	We comply to all statutory, regulatory guidelines from TRAI, RBI, IRDA, NPCI etc. which are regulatory bodies. While Master Card and VISA are not the regulatory bodies, and we are not bound to follow any guidelines from these organizations. Kindly provide us an exception here	Bidder to comply with RFP terms and Conditions
65	85	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	6. Delivery success rate of Domestic SMS. The success rate will be considered for the organization with the lowest success rate among those for which experience has been submitted under Sl. no.1 of this table Success rate %age: ≥98% & 100%- 15 marks ≥96%-98%- 10 marks ≥94% & <96%- 5 marks <94%- No marks Bidder has to submit confirmation/ reference letter from concerned organizations.	(a) Please would exclude the uncontrollable factors which are outside the purview of bidder while calculating success rate % - Invalid mobile number, Inbox full, Mobile number, blacklisted, DLT failure due to client, DND. Please confirm. (b) Clients would not share confirmation on success rate % from their side as this clause is related to quality of their database and we cannot disclose anything related to database as we have NDA executed with all prestigious accounts. Kindly remove this clause.	Bidder to comply with RFP terms and Conditions
66	85	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	7. Bidder's Presentation/ Demonstration	We do not have to submit the presentation in technical bid set, it needs to be presented when we would be called for presentation. Please confirm if this understanding is correct.	Yes your understanding is correct, Presentation to be conducted as per the schedule provided by Bank after opening of technical bid.
67	94	Annexure-17	Annexure-17	Letter for EMD Return (if applicable)	Karix Mobile falls under exempted category on GeM portal as we have Turnover of > 500 Cr in last 3 years. Hence, we would not submit the EMD/BG as per GeM portal rule. Annexure-17 is not to be submitted by us. Please confirm if this understanding is correct.	If bidder is exempted for submission of EMD, Annexure-17 is not applicable
68	99	Appendix-E	Appendix-E	Proforma of Bank Guarantee for Contract Performance	Appendix-E is to be submitted by selected vendor and not to be submitted in technical bid set. Please confirm if this understanding is correct.	Appendix-E to be submitted by successful bidder only



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
69	113	Appendix-G Draft Contract Agreement	10. ORDER CANCELLATION/TERMINATION OF CONTRACT	10.5. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Kindly allow a curing period of 30 days before taking action. Additionally, exclude uncontrollable factors from failure.	Bidder to comply with RFP terms and Conditions
70	113	Appendix-G Draft Contract Agreement	10. ORDER CANCELLATION/TERMINATION OF CONTRACT	10.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Vendor/Service Provider towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.	Kindly allow a curing period of 30 days before taking action. Additionally, exclude uncontrollable factors from failure.	Bidder to comply with RFP terms and Conditions
71	115	Appendix-G Draft Contract Agreement	13. Intellectual Property Rights	General	Kindly make the clause mutual	Bidder to comply with RFP terms and Conditions
72	116	Appendix-G Draft Contract Agreement	14. INDEMNITY:	General	Kindly make the clause mutual and kindly provide us with content indemnity and violation of applicable laws indemnity.	Bidder to comply with RFP terms and Conditions
73	116	Appendix-G Draft Contract Agreement	15. RIGHT TO AUDIT:	General	Kindly provide 30 days prior notice for audit.	Bidder to comply with RFP terms and Conditions
74	117	Appendix-G Draft Contract Agreement	18. CONFIDENTIALITY AND NON-	General	Kindly make the draft clause mutual	Bidder to comply with RFP terms and Conditions
75	66 & 80	Annexure-9 & 10	Annexure-9 & 10	Scope of Work & Technical Evaluation Criteria	There are few points on which bidder is mentioned in place of vendor, please confirm: we need to provide point-wise compliance to Annexure-9 & 10 and do not have to submit any supporting documents of any of the points.	Bidder to comply with RFP terms and Conditions
76	NA	Limitation of Liability	Limitation of Liability	Limitation of Liability	Limitation of Liability is uncapped. Kindly cap the Limitation of Liability to 12 months receivables	Bidder to comply with RFP terms and Conditions



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
77	56	Annexure-2	Pre-Qualification Criteria	6.The bidder should have an average annual turnover of Rs.500 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies	Kindly allow relaxation for MSMEs and Startup registered under the MSMEs Act 2006 and Startups with DPIIT" (Department for Promotion of Industry and Internal Trade)	Please be guided by relevant clauses mentioned in Section-H of RFP Document.
78	57	Annexure-2	Pre-Qualification Criteria	12.The Bidder must have successfully implemented project of SMS/IVR services in Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/ Central Government / Reputed Private organizations with turnover more than Rs.1000 crore for the FY 2022-23, in India during last 3 years from the date of submission of bid. The bidders has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the	Kindly allow relaxation for MSMEs and startup	Please be guided by relevant clauses mentioned in Section-H of RFP Document.
79	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	13. Right to Audit	13. Right to Audit	Bidder's suggestion - Frequency of audit shall be once per year upon giving a thirty (30) days prior written notice to the Bidder.	Bidder to comply with RFP terms and Conditions
80	38	Section G: General Terms and conditions	10. Intellectual Property Rights	10. Intellectual Property Rights	Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. in no event bidder shall be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by bidder from the customer pursuant to the applicable purchase order giving rise to the liability.	Bidder to comply with RFP terms and Conditions



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
81	43	Section G: General Terms and conditions	20 - Indemnity	20 - Indemnity	Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. in no event bidder shall be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by bidder from the customer pursuant to the applicable purchase order giving rise to the liability.	Bidder to comply with RFP terms and Conditions
82	45	Section G: General Terms and conditions	23. Force Majeure	23.3. In the event of any such intervening Force Majeure, the selected bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the selected bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure. 23.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the selected bidder shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the selected bidder	Bidder's suggestion: Force Majeure to be a mutual right for both Parties. In case any event of Force Majeure continues for a period of three (03) months, either party shall have the right to terminate the agreement upon notice to the other party without any obligations to each other, except for the payment obligations of the customer / Bank for the work done till the date of such termination.	Bidder to comply with RFP terms and Conditions



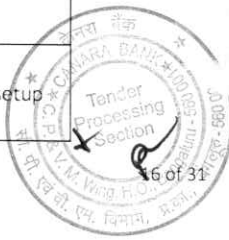
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
83	48	Section G: General Terms and conditions	31.Resolution of Disputes	All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably by negotiation between the parties. In case of failure to resolve the disputes and differences amicably through negotiation, the matter may be referred to mediation with the assistance of a mediator mutually agreed upon after issuance of at least 30 days' notice in writing to the other party clearly setting out the intention to refer such dispute to mediation. Proceedings of mediation shall be governed by The Mediation Act, 2023. Place of Mediation shall be Bengaluru, India. Proceedings of the mediation shall be conducted in English language.	We propose the place of mediation to be either Delhi or Mumbai	Bidder to comply with RFP terms and Conditions
84	48	Section G: General Terms and conditions	32.Legal Disputes and Jurisdiction of the court	32.1.The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages. 32.2.All disputes and controversies between Bank and bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/Contract agreement shall be governed by the laws of India	We propose the place of jurisdiction of courts to be either Delhi or Mumbai	Bidder to comply with RFP terms and Conditions



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
85		GeM GTC 4.0 V 1.14	15	Extension of Delivery Period and Liquidated Damages	iv. Force Majeure Conditions - We propose extension of the force majeure condition period from 10 days to 60 days before terminating the contract by either parties	Bidder to comply with RFP terms and Conditions
86		GeM GTC 4.0 V 1.14	18	Limitation of Liability	We propose the following clause to replace the current clause "Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. in no event bidder shall be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by bidder from the customer pursuant to the applicable purchase order giving rise to the liability. "	Bidder to comply with RFP terms and Conditions
87		GeM GTC 4.0 V 1.14	19	Termination for Default	Customer may terminate only in case of material breach by the Bidder and in case Bidder fails to rectify the breach within 60 days of written notice from the Customer. Further, Bidder proposes to have mutual right for terminating the contract for material breach or default of Customer such as non-payment as per the contract terms etc.	Bidder to comply with RFP terms and Conditions
88		General Query			Tata Communications Limited will be the bidding entity, however, certain qualifying documents would be submitted for Kaleyra [Solutions Infini Technologies (I) Pvt Ltd] which is 100% wholly owned subsidiary and acquired by Tata Communications Limited. This should be considered for bidding.	Bidder to comply with RFP terms and Conditions
89	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	6.1.2. However, the total Penalty/LD to be recovered under clause 6.1.1 shall be restricted to 10% of the total cost of ownership.	Bidder suggests to change the penalty/LD to restrict at 3% of TCV	Bidder to comply with RFP terms and Conditions
90	79	Annexure - 9(A)	Security Solution	1. Anti-DDOS	Please confirm if the TSP scope refers to DDOS protected Backbone	Depends on bidders cloud setup



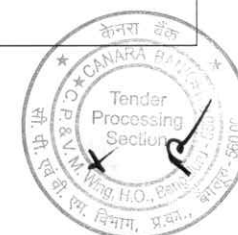
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
91	79	Annexure - 9(A)	Security Solution	2.WAF	Please confirm: 1. Maximum or Peak Internet Bandwidth Throughput (Mbps) 2. Concurrent Connections to be supported 3. New Connections to be supported per sec 4. With a dedicated SLB as reverse proxy	Depends on bidders cloud setup
92	79	Annexure - 9(A)	Security Solution	3.SIEM	1. Please confirm if the scope includes Cloud SIEM with Captive/On-Prem SOC? 2. Please share total number of Data Sources considered for SIEM.	Depends on bidders cloud setup
93	79	Annexure - 9(A)	Security Solution	4.DAM	1. Please share the expected number of instances per transaction? 2. Please confirm if teh scope includes detailed activity monitoring, or is it sufficient to track queries only? 3. Please confirm if drop prevention measures be included?	Depends on bidders cloud setup
94	79	Annexure - 9(A)	Security Solution	5.Antivirus Solution & EDR/XDR	1. Please coconfirm the list of platforms to be supported using EPP. 2. Please confirm if the scope includes managed/unmanaged environment 3. Please confirm total number of endpoints	Depends on bidders cloud setup
95	79	Annexure - 9(A)	Security Solution	6.PIM (Privileged Identity Management)	1. Total number of Privileged Users to access critical assets 2. Total number of Critical Assets to be secured with PAM 3. What is the bandwidth available at each location for user connections?	Depends on bidders cloud setup
96	56	Annexure-2	Pre-Qualification Criteria	10.The Bidder should have successfully implemented robust middleware solution for integrating with Client applications. The middleware should have successfully processed at least 1 Crore Domestic SMS from a single	Please confirm if the bidder can bid along with Partner for on-premise and can submit partner reference for 1cr SMS?	Bidder to comply with RFP terms and Conditions
97	79	Annexure - 9(A)	Security Solution	7.API Gateway	1. How many gateways and API calls are needed? 2. Please confirm if the API to be publicly exposed? 3. Please confirm if teh scope includes BOT protection?	Depends on bidders cloud setup
98	79	Annexure - 9(A)	Security Solution	8.Intrusion Prevention System (IPS), Intrusion Detection Solution (IDS), Host Intrusion Prevention System (HIPS)	1. What is the total number of device ports required? 2. How many internet users are there in total? 3. What types of applications are accessed over the internet?	Depends on bidders cloud setup



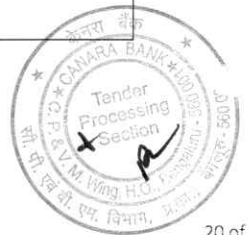
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
104	55	Annexure-2	Pre-Qualification Criteria	6.The bidder should have an average annual turnover of Rs.1000 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies	In this context, we would like to request to the authority kindly consider "The bidder should have an average annual turnover of Rs. 100 Crores during last 3 financial years also request to consider last financial year as well (i.e.,2021-22, 2022-23 & 2023-24) from Indian operations. Kindly consider provisional balance sheet for FY 2023-24. This must be the individual company turnover and not of any group of companies" <i>This adjustment would also encourage greater participation from a</i>	No such clause mentioned in RFP
105	81	Annexure-10 Technical Evaluation Criteria	Technical Evaluation Criteria	32.All countries compliance/DND compliance should be the responsibility of the Vendor	Please provide clarification is there international traffic there ? If No, than why do the bidder needs to comply on all country compliance.	For domestic SMS bidder has to comply TRAI guidelines.
106	82	Annexure-10	Section B -Technical Evaluation Scoring Criteria	1. Bidder should be satisfactorily catering to live SMS traffic of Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking, during last three years from the date of submission of bid.	We kindly request that the experience with government/ Semi Government/ Listed organizations also be considered for inclusion.	No such clause mentioned in RFP
107	82	Annexure-10	Section B -Technical Evaluation Scoring Criteria	4.The Bidder must have successfully implemented project of SMS/IVR services in Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking in India during last 3 years from the date of submission of bid.	We kindly request that the experience with government/ Semi Government/ Listed organizations also be considered for inclusion	No such clause mentioned in RFP
108	66	Annexure-9-Scope of Work	2.Software	2.3. Pushing of SMS to middleware - There should be provisions in the middleware system by which Bank application can push the messages to middleware DB through direct DB connection, API and any other methodology acceptable to the Bank.	Please confirm the deployment of Middleware whether it is on premise or on cloud?	Deployment of Middleware is on premise
109	66	Annexure-9-Scope of Work	3. Dashboard, Portal, reports & Alerts	•The Dashboard should have the capability to mask certain information when accessed by certain class of users. •The Dashboard should have user management facilities and different level accesses.	What are different type of access role required. Please categorize.	Bidder to comply with RFP terms and Conditions



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
110	67	Annexure-9- Scope of Work	3. Dashboard, Portal, reports & Alerts	3.9. The bidder should provide an online portal & Bulk portal with the following capabilities •Bulk SMS campaign portal capable of sending one-to-one and one-to- many and many-to-many type of campaigns. This should be integrated with SAS package of Bank if required.	Need clarity on the use case for :- one-to-one and one-to- many and many-to-many type of campaigns	Bidder to comply with RFP terms and Conditions
111	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	13. Right to Audit	General	Bidder's suggestion - Frequency of audit shall be once per year upon giving a thirty (30) days prior written notice to the Bidder.	Bidder to comply with RFP terms and Conditions
112	38	SECTION G - GENERAL CONDITIONS	10. Intellectual Property Rights	General	Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. in no event bidder shall be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by bidder from the customer pursuant to the applicable purchase order giving rise to the liability.	Bidder to comply with RFP terms and Conditions
113	42	SECTION G - GENERAL CONDITIONS	20 - Indemnity	20.1.The BIDDER/VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 20.1.1.The breach, default or non-performance of	Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been	Bidder to comply with RFP terms and Conditions



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
114	44	SECTION G - GENERAL CONDITIONS	23.Force Majeure	<p>23.3.In the event of any such intervening Force Majeure, the selected bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the selected bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.</p> <p>23.4.In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the selected bidder shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the selected bidder</p>	Bidder's suggestion: Force Majeure to be a mutual right for both Parties. In case any event of Force Majeure continues for a period of three (03) months, either party shall have the right to terminate the agreement upon notice to the other party without any obligations to each other, except for the payment obligations of the customer / Bank for the work done till the date of such termination.	Bidder to comply with RFP terms and Conditions
115	48	SECTION G - GENERAL CONDITIONS	31.Resolution of Disputes	All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996.Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only	We propose the place of arbitration to be either Delhi or Mumbai	Bidder to comply with RFP terms and Conditions



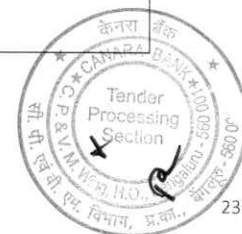
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
116	48	SECTION G - GENERAL CONDITIONS	32. Legal Disputes and Jurisdiction of the court	32.1. The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages. 32.2. All disputes and controversies between Bank and bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/Contract agreement shall be governed by the laws of India	We propose the place of jurisdiction of courts to be either Delhi or Mumbai	Bidder to comply with RFP terms and Conditions
117		GeM GTC 4.0 V 1.14	15	Extension of Delivery Period and Liquidated Damages	iv. Force Majeure Conditions - We propose extension of the force majeure condition period from 10 days to 60 days before terminating the contract by either parties	Bidder to comply with RFP terms and Conditions
118		GeM GTC 4.0 V 1.14	18	Limitation of Liability	We propose the following clause to replace the current clause "Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. in no event bidder shall be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by bidder from the customer pursuant to the applicable purchase order giving rise to the liability. "	Bidder to comply with RFP terms and Conditions



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
119		GeM GTC 4.0 V 1.14	19	Termination for Default	Customer may terminate only in case of material breach by the Bidder and in case Bidder fails to rectify the breach within 60 days of written notice from the Customer. Further, Bidder proposes to have mutual right for terminating the contract for material breach or default of Customer such as non-payment as per the contract terms etc.	Bidder to comply with RFP terms and Conditions
120	NA	GeM bid document:GEM/2024/B/538238 0 Dated 10/09/2024	EMD Detail	EMD Amount: 250,000,000.00	We suggest to limit the EMD to 1 to 2% only across all three bidders.	Bidder to refer Corrigendum-1
121	NA	GeM bid document:GEM/2024/B/538238 0 Dated 10/09/2025	ePBG Percentage(%)	5% of the Contract Value	We suggest to keep the value as 2%-3% of the CV as the value of 5% is quite high.	Bidder to comply with RFP terms and Conditions
122	10	SECTION B - INTRODUCTION	1. About Canara Bank	1.2.The Bank is having pan India presence of more than 9616 branches, 26 Circle offices and 177 Regional Offices situated across the States. The Bank also has offices/ branches abroad in London, Dubai and New York.	Request you to kindly confirm the total number of SMS consumption in last three months.	Bidder to refer bill of material for indicated volume of SMS
123	56	Annexure-2	Pre-Qualification Criteria	6.The bidder should have an average annual turnover of Rs.500 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Requesting you to kindly Re- consider the turnover value considering multiple bidders Selection	Bidder to comply with RFP terms and Conditions
124	67	Annexure-9- Scope of Work	2. Software	2.3. The solution should have facility to interface with Bank's systems and should have the below facilities: Pushing of SMS to middleware - There should be provisions in the middleware system by which Bank application can push the messages to middleware DB through direct DB connection, API and any other methodology acceptable to the Bank.	Please confirm the deployment of Middleware whether it should be on-premise or on cloud? Is there a preference for deploying the middleware on-premise or are there specific hosting requirements? Is deployment of Middleware to be done by L1 bidder only or L2 and L3 bidders also needs to deploy? Does L1 has to configure for all the selected Bidders	All selected bidders has to deploy their own middleware in Bank's premises



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
125	85	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	7.Bidder's Presentation/ Demonstration- 25 Marks	we would request that kindly decrease the weightage of Presentation as this impact the technical scoring and if Bank award only 5 marks to any Bidder, it will directly lead to disqualification. Therefore, requesting you to kindly reduce the scoring to Max 15 Marks.	Bidder to comply with RFP terms and Conditions
126	NA			Regarding Data Retention Policy	How long should the middleware and bulk messaging tools retain data, and what are the policies regarding data storage, retention, and deletion?	Selected bidder has to maintain the data through out the contract period
127	82	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	2.No. of SMSs processed for a single client for a period of one (01) year during last three (03) years as on the date of submission of bid."No. of SMSs processed for a single client: ≥ 1500 cr: 15 marks ≥ 750 cr & < 1500 cr: 10 marks ≥ 350 cr & < 750 cr: 5 marks"	In this context, we would like to request to the authority kindly consider: No. of SMSs processed for a single client: ≥ 1500 cr: 15 marks ≥ 750 cr & < 1500 cr: 10 marks ≥ 350 cr & < 750 cr: 5 marks ≥ 150 cr & < 350 cr: 3 marks This adjustment would also encourage greater participation from a broader range of companies.	Bidder to comply with RFP terms and Conditions
128	84	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	3.The Bidder should have successfully implemented robust middleware solution for integrating with Client applications. The middleware should have successfully processed at least 1 Crore Domestic SMS from a single Client per day Scoring Methodology Volume of SMS processed from a single Client per day: ≥8 crore: 10 marks ≥ 5 crore & < 8 crore: 7 marks ≥ 3 Crore & < 5 crore: 5 marks ≥ 1 Crore & < 3 crore: 3 marks	We request you to re-formulate Scoring as below - ≥2 crore: 10 marks ≥ 1 crore & < 2 crore: 5 Explanation: Evaluation has to be based on capability of Bidder to allocate resource and based on available TPS	Bidder to comply with RFP terms and Conditions



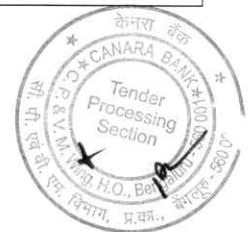
Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
129	Page 85/124	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	<p>6.Delivery success rate of Domestic SMS.</p> <p>The success rate will be considered for the organization with the lowest success rate among those for which experience has been submitted under Sl. no.1 of this table</p> <p>Success rate %age:</p> <p>≥98% & 100%- 15 marks</p> <p>≥96%-98%- 10 marks</p> <p>≥94% & <96%- 5 marks</p> <p><94%- No marks</p> <p>Bidder has to submit confirmation/ reference letter from concerned organizations.</p>	<p>Would request bank to amend RFP Sub Clause as below - Bidder has to submit confirmation/ reference letter/ Delivery Report/Any other proof from concerned organizations.</p> <p>OR</p> <p>Would request bank to amend RFP Clause as below - Client Satisfaction letter of organisation of those for which experience has been submitted under Sl. No.</p> <p>≥4 Satisfaction letter- 15 marks</p> <p>3 Satisfaction Letter - 10 Marks</p> <p>2 Satisfaction letter - 5 Marks</p> <p>1 Satisfaction Letter - No Marks</p> <p>OR</p> <p>Would request bank to amend RFP Clause as below Delivery success rate of Domestic SMS.</p> <p>The success rate will be considered for the organization with the lowest success rate of any 2 organisation among those for which experience has been submitted under Sl. no.1 of this table.</p> <p>Explanation: The delivery reports/confirmation is dependent on multiple external conditions and keeps on changing from time to time. Also certain organisations have compliances to share the delivery success rates. A satisfactory letter from a customer indicates that the said requirements are fulfilled by the Bidder.</p>	Bidder to comply with RFP terms and Conditions
130	15 & 16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6.3 Penalty for fall in success Rate of SMS & IVR services	<p>6.3.1 Note: SMSs failed due to the below reasons will not be considered for failure rate calculation:</p> <p>a. Invalid mobile number</p> <p>b. Inbox full</p> <p>c. Mobile number blacklisted</p> <p>d. DLT failure due to Bank reason</p>	<p>Bank should also exempt below cases:</p> <ul style="list-style-type: none"> - Services barred - Mobile number not reachable - Network related issues at users end <p>due to some government regulations (services are suspended from government)</p>	Bidder to comply with RFP terms and Conditions
131	#####	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Payment Terms	<p>7.4. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials should be submitted while claiming payment</p>	<p>Would request bank to ammend the clause to read as following:</p> <p>Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials, <u>and telecom opertor verified delivery report</u> should be submitted while claiming payment</p>	Bidder to comply with RFP terms and Conditions



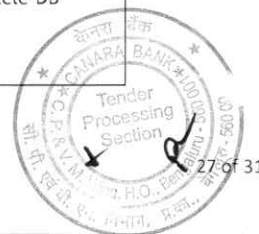
Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
132	66	Annexure - 9 Scope of Work	1. Hardware	1.8. Installation of the IVR shall include all necessary hardware, operating software, application software, interface software and cards, voice prompts (as directed by the Bank), system speech, cables and connectors etc.	Please confirm if the IVR solution/services can be delivered over Cloud with API integration with Bank's system? As the volume of IVR calls (promotional and OTP) are miniscule compared to SMS	IVR Request has to be processed through SMS middleware to vendors platform. Bidder to comply with RFP terms and Conditions
133	5/9	Annexure - 9 Scope of Work	2. Software	2.3 2nd Bullet - Pushing of SMS to middleware - There should be provisions in the middleware system by which Bank application can push the messages to middleware DB through direct DB connection, API and any other methodology acceptable to the Bank.	Could we know which DB will be/should be used?	As per bidders preference except open source DB
134	Page 67/120	Annexure - 9 Scope of Work	2. Software:	2.4. The solution should support SMPP, SMPPS, http and https protocols and any other protocols that may emerge in future and acceptable to the Bank.	Would request clarity on SMPPS and connection node (TX, RX or TRX)?	TRX
135	Page 67/120	Annexure - 9 Scope of Work	3. Dashboard, Portal, reports & Alerts	3.1 IMEI number of handset to which SMS is delivered	SMS doesn't support to capture IMEI number, needing more clarity on this requirement?	Bidder to comply with RFP terms and Conditions
136	Page 68/120	Annexure - 9 Scope of Work	3.2. SMS Logs portal	2nd Bullet - Should be able to integrate in Bank's SAS package.	Would request more clarity required on SAS package?	Bidder has to integrate the dash board with Bank's single Sign on Authentication system.
137	Page 69/120	Annexure - 9 Scope of Work	3. Dashboard, Portal, reports & Alerts	3.5. The bidder should provide a complaint tracking system /ticketing mechanism for bank use for tracking and analysing the issues. The ticketing system should be capable of integrating with the bank's ticketing systems like CGPRS/ CRMs/ any other system developed for the customer complaint redressal and the portal needs to be integrated with the SAS package of the Bank.	Would request detailed understanding of the complaint tracking system along with API integration document from the bank?	Will be shared with successful bidder



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
138	Page 71/120	Annexure - 9 Scope of Work	6. Voice Call/Missed Call Services	6.1. The bidder should have the capabilities to provide facility to deliver OTP through automated phone call (IVR) and multicasting promotional voice calls.	We acknowledge that the Bank has a comprehensive understanding of TRAI regulations. We understand that: For 1601 Services, the Bank will utilize the specified CLI for sending Voice OTPs. Regarding 140 CLI Services, all promotional voice calls will be made using the designated CLI, and NDNC compliance will not be subject to penalties.	Bidder has to comply with TRAI guidelines
139	Page 71/120	Annexure - 9 Scope of Work	6. Voice Call/Missed Call Services	6.2 The Bidder has to facilitate responding to missed call services of the Bank's Customers. If necessary, the existing telephone number used by the Bank's customer need to be enabled in the new services	We understand that the existing telephone number used by the bank is a mobile number which can be ported to the bidder/provider as fixed line number cannot be ported to a different bidder/provider	Bidder to comply with RFP terms and Conditions
140	Page 72/120	Annexure - 9 Scope of Work	11. Project Manage	11.2. Bidder shall be responsible for planning and executing smooth transition from the existing SMS setup within 30 days from the commencement date	Would more time (atleast 12 weeks) for deployment and completion of the project as this is on-premise gateway deployment which requires more time in deployment and in migration (lead time for HW ordering, delivery, implementation and testing)	Bidder to comply with RFP terms and Conditions
141	Page 90/120	Annexure - 16 Bill of Material	Costs for SMS & IVR Services	4. IVR OTP (Domestic) within 15 second 5. IVR Promotional (Domestic) within 2 Hours	Would request bank to recheck the IVR volume/quantum shared, as it seems to be very low compared to SMS	The no. of SMS/IVR mentioned in Bill of Material is indicative only and the price quoted by the bidder is fixed for entire contract period.
142	Page 73	Annexure 9 Scope of Work	s.10.Training	10.3. The selected vendor shall provide training to the participants for each event without any cost to the Bank/participant	How many days training needs to be provided, training location, and number of times the training sessions need to be conducted.	Details will be shared with successful bidder
143	Page 73	Annexure 9 point 11.1	11. Project Management	11.1. For smooth completion of the project the bidder should identify one or two of its representatives at Bangalore as a single point of Contact for the Bank	SPOC person need to be placed at the bank location or Bidder's Location.	Based on Bank's requirement, bidder has to place SPOC person either in Bank's location or in bidders location.
144	Page 70	Annexure 9 Point 4.14	4. SMS Service	4.14. Proposed solution should support Oracle database. If proposed solution does not support Oracle database, bidder has to provide licensed version of supporting database free of cost (including maintenance).	Does it mean that Bank will provide Oracle DB license?	Bank will provide Oracle DB license



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
145	Page 66	Annexure 9 Point 1.5	1. Hardware	1.7. The bidder should have proper test infrastructure/UAT with the capability of end-to-end testing of all the integrations with the bank applications.	Test infrastructure/UAT will be deployed at Bank site or Bidder's site , Please clarify.	Test infrastructure/UAT will be deployed at Bank site
146	Page 66	Annexure 9 Point 1.4	1. Hardware	1.4. The connectivity between Bidder's locations/servers and Bank's DC/DRC shall be provided by the bidder at their own cost. If the Bank desires, connectivity with the bidder's infrastructure will have to be provided through leased lines, at no extra cost to the bank.	what about DC - DR connectivity Please clarify.	Bidder has to comply with RFP terms and conditions
147	Page 72	Annexure 9 Point 8.1	8. Onsite support & Back up logs	8.1. The bidder shall provide 24*7 onsite support team with adequate technical knowledge and experience to ensure the smooth operations.	Managed services can be delivered remotely or hybrid for infrastructure support.	Bidder has to provide on site support in Bank's premises.
148		General			Who will be managing the GTM please clarify.	Query is not clear.
149	Page 75	Annexure - 9(A) Cloud Security Checklist to be submitted by bidder (If Applicable):	Bidder to agree the following security related points to be included in the SLA and agreement with the Bank.	Sl No.13 a.Regular conducting VAPT, API Assessment, Source Code audit certified by a CERT-IN empaneled auditor.	Please confirm, assessment frequency per year.	As per Industry standard practice
150	Page 75	Annexure - 9(A) Cloud Security Checklist to be submitted by bidder (If Applicable):	Bidder to agree the following security related points to be included in the SLA and agreement with the Bank.	g. Security Training and Awareness: The employees as well as vendor staff received security and security awareness training.	Please confirm, number of employees and frequency of security awareness trainings.	As per Industry standard practice
151	Page 75	Annexure - 9(A) Cloud Security Checklist to be submitted by bidder (If Applicable):	Bidder to agree the following security related points to be included in the SLA and agreement with the Bank.	h. Conduct third party risk assessment on regular basis and monitor for any data breach /leak cases from supply chains to take necessary protective & remedial measures	Please confirm, assessment frequency per year.	As per Industry standard practice



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
152	Page 79	28_Annexure 9(A)_Cloud Security Checklist1	Security Solutions in the Cloud	7.API Gateway	Please brief scope of deliverables.	Bidder has to maintain industrial standard API Gateway
153	NA	GeM bid document:GEM/2024/B/538238 0 Dated 10/09/2024	EMD Detail	EMD Amount- INR 25000000	We would like to highlight that the State Bank of India recently floated a tender for similar services vide ref. no. BI/GITC/Platform Engineering - II/2024/2025/1216; dated 11/10/2024 with a higher estimated quantity than your RFP for domestic SMS services. Despite this, they set the EMD (Earnest Money Deposit) i.e. 2 Cr which is only 2% of the bifurcated value across all three bidders, even with an estimated value of approximately ₹1,200 crore of the RFP. Therefore, requesting you to kindly limit the EMD to 1-2% only of the bifurcated value across all three bidders.	Bidder to refer Corrigendum-1
154	NA	GeM bid document:GEM/2024/B/538238 0 Dated 10/09/2025	EMD Detail	5% of the Contract Value	In this regard we request you to kindly ask for only 3% of the CV as the value against EPBG i.e. 5% is quite high and it will be very difficult for small/ medium companies to allocate this fund for a single project/ work.	Bidder has to comply with RFP terms and conditions
155	10	SECTION B - INTRODUCTION	Clause No. 1.2 About Canara Bank	he Bank is having pan India presence of more than 9616 ranches, 26 Circle offices and 177 Regional Offices situated across the States. The Bank also has offices/ branches abroad in London, Dubai and New York.	Please confirm the number of active customers on current date. Also requesting you to kindly confirm the total number of SMS consumption in last three months.	Query is not relevant



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
156	56	Annexure-2	PreQualification Criteria	6.The bidder should have an average annual turnover of Rs.500 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	The Bank intends to onboard a minimum of two bidders, as per the RFP, or potentially more, with ratios of 60:40 or 50:30:20, respectively. According to the market trends, leading banks like State Bank of India, Punjab National Bank have awarded the work @3.9 Paisa, @4.9 Paisa respectively for similar services. This would place the estimated value of this RFP with the quantity approx. 14126.2 Crore at the rate of 4.5 paisa is approx. 635 Crore for 3 years and Approx. 211 Crore in 1 year. As per the RFP terms, if the Bank awards the contract to two bidders, the revenue generated would be ₹126.6 crore and ₹85 Crore for L1 and L2 bidders, respectively. Given this, requiring a turnover of ₹500 crore as a measure of financial capability seems unjustifiable. Therefore, requesting you to kindly consider the turnover capabilities as per the guidelines followed by Bank on basis of yearly revenue generations considering multiple bidders.	Bidder has to comply with RFP terms and conditions
157	67	Annexure-9- Scope of Work	2.Software	2.3.Pushing of SMS to middleware - There should be provisions in the middleware system by which Bank application can push the messages to middleware DB through direct DBconnection, API and any other methodology acceptable to the Bank.	Please confirm the deployment of Middleware whether it is on premise or on cloud? Is there a preference for deploying the middleware on-premise or are there specific hosting requirements? Is deployment of Middleware limits to L1 bidder only or L2 and L3 bidders also needs to deploy?	All selected bidders has to deploy their own middleware in Bank's premises
158	85	Annexure-10 Technical Evaluation Criteria	Section B - Technical Evaluation Scoring Criteria	7.Bidder's Presentation/ Demonstration- 25Marks	In this regard we would like to request that kindly decrease the weightage of Presentation as this impact the technical scoring and if Bank award only 5 marks to any Bidder, it will directly lead to disqualification of the bidder from the same. Therefore, requesting you to kindly change the scoring to Max 15 Marks.	Bidder to comply with RFP terms and Conditions
159		General		Regarding Data Retention Policy	How long should the middleware and bulk messaging tools retain data, and what are the Bank's policies regarding data storage, retention, and deletion?	Bidder to comply with RFP terms and Conditions
160	79	Annexure - 9(A) Cloud Security Checklist to be submitted by bidder (If Applicable):	Mandatory certifications to consider	CSA Security Trust Assurance and Risk (STAR) Level 2 Certification	Can we submit any alternative certificates against the same ?	Bidder to comply with RFP terms and Conditions



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
161	10	SECTION B - INTRODUCTION	Clause No. 1.2 About Canara Bank	The Bank is having pan India presence of more than 9616 branches, 26 Circle offices and 177 Regional Offices situated across the States. The Bank also has offices/branches abroad in London, Dubai and New York.	Please confirm the SMS sent in last month by each bidders respectively.	Query is not relevant
162	56	Annexure-2	Pre-Qualification Criteria	6.The bidder should have an average annual turnover of Rs.500 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Since this RFP is for selecting three bidders and asking for ₹500 crore turnover as a financial qualification is unjustifiable. Therefore requesting you to kindly lower the turnover requirement to ₹100 crore for wider participation.	Bidder to comply with RFP terms and Conditions
163	67	Annexure-9- Scope of Work	2. Software	2.3.Pushing of SMS to middleware - There should be provisions in the middleware system by which Bank application can push the messages to middleware DB through direct DB connection, API and any other methodology acceptable to the Bank.	Please confirm the deployment of Middleware whether it is on premise or on cloud?	Bidder has to provide the proposed solution in Bank's premises.
164	85	Section B -Technical Evaluation Scoring Criteria	Technical Evaluation Scoring Criteria	7.Bidder's Presentation/ Demonstration- 25 Marks	In this regard we would like to request that kindly decrease the weightage of Presentation as this impact the technical scoring and if Bank award only 5 marks to any Bidder, it will directly lead to disqualification of the bidder from the same. Therefore, requesting you to kindly change the scoring to Max 15 Marks.	Bidder to comply with RFP terms and Conditions

Date 23-10-2024

Place Bangalore


General Manager

