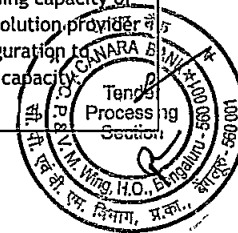


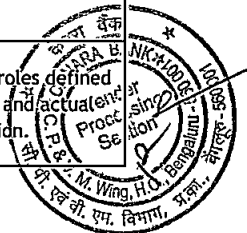
Pre Bid replies for Selection of service Provider for End to End Implementation of Customer Communication Management Solution For Sending 'Smart Cx 360' and other Summarized/ Comprehensive/ Interactive/ Static Banking statements in Canara Bank for a period of 5 years
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Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	62	Annexure-2	Pre-Qualification Criteria.	S.No 6. The bidder should have implemented and maintaining the proposed CCMS Solution or similar statement generation solution in any Scheduled Commercial Banks in India during last 5 years as on the date of submission of bid.	We Request Canara bank to amend this point from "implemented and maintaining the proposed CCMS Solution or similar statement generation solution in any Scheduled Commercial Banks in India during last 5 years" to "implemented and maintaining the proposed CCMS Solution or similar statement generation solution in any Bank/Large Enterprise/BFSI Sector in India during last 5 years"	Bidder to comply with RFP terms and conditions
2	75	Annexure-8	Scope of Work	Pt.No.55.The bidder has to provide in detail the specifications for hardware, software and other dependencies along with expected respective cost, while submitting the proposal. The procurement of such hardware, software & other dependencies, shall be included as part of the RFP. The implementation and configuration of the solution with hardware will be responsibility of solution provider. Any database requirements like MongoDB Enterprise Edition, MS SQL Server, etc. also have to be provide by the bidder along with cost estimates	We request Canara Bank to remove the clause requiring bidders pertaining to Hardware procurement and maintenance since the core objective of the RFP is to find the best solution fit. Bank could utilise their existing infrastructure based on the optimised sizing provided by the OEMs.	Bidder to comply with RFP terms and conditions
3	78	Annexure- 9	Functional and Technical Requirements	S.No.1. Designing module which helps to design the statement format having feature of pick and drop and low-code/ no-code. The module should have capability of designing various communication templates in multiple output formats. There should be a facility for allowing configuration of personalization & contextualization rules e.g., Language, cross-selling, etc.	Our understanding of the RFP is that the bidder has to implement a total of 5 templates as part of the implementation plan. Please confirm.	The cost for implementation of 5 statements has to be factored in the one time implementation cost. The number of statements to be developed is not restricted to 5.
4			General		What is the annual volume generation you are envisaging for different channels ? e.g. 500,000 PDF statements per year, 3,000,000 Emails per year. Please specify for all the required channels and communication types	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity



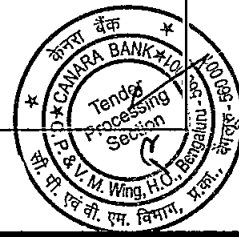
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5				General	What are the total number of templates that are to be designed by types - batch, on-demand, interactive?	Total number of templates will be at the discretion of the Bank based on the requirements from time to time.
6				General	Please give us a breakage of the number of templates by complexity and type of templates e.g. count of batch broken down by simple, medium, high complexity** (Refer to complexity definition given below) **Complexity Definition Simple: 1 to 5 pages with 1 to 30 dynamic fields and objects (images, graphs) Medium: 1 to 5 pages with 15 to 30 dynamic fields and too many objects (images, graphs) with business rules High: More than 5 pages or more than 30 dynamic fields with various business rules	Out of the first 5 statements that are to be developed as part of one-time implementation, complexity will be as follows: High - 1 (one) Medium - 2 (two) Simple - 2 (two)
8	81	Annexure 9	Functional and Technical Requirements	S.No.7. • support generation of interactive statements that are device agnostic.	Can you elaborate more on the capabilities required on interactive statements?	Statements embedded with Call to Action (CTA) button links to Bank's website / products pages / Urls or to navigate within the statement, sort & filter transactions, graphical insights with slice & dice options, categorization of transactions, capture feedback etc.
9			General	Integration	Please provide the list of integrations that are to be envisaged?	Bank's Active Directory or other User Authentication APIs, Email-Gateway (SMTP service & Server level Email Authentication) - 2-way integration to capture email read receipts etc., SMS Gateway integration, WhatsApp integration, Integration with Bank's digital channels such as Internet & Mobile Banking etc. as well as any other integrations that may be required in the future.
10			General	Users	How many users are expected to access the system? What are their roles (e.g., admin, editor, viewer)?	Approximately 15-20 users as per the roles defined by the Bank. The number is indicative and actual number may vary during implementation.



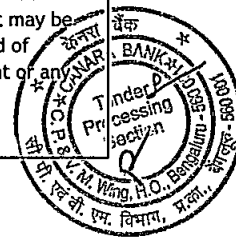
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11	15	Section C.1.2 1.2	Delivery, Installation, Integration, Implementation and Go-Live	1.2.1The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed solution within twenty one (21) weeks from the date of issue of Purchase Order or twenty (20) weeks from the date of acceptance of the purchase order	We request date of contract signing be considered as the start date instead of the date of Purchase Order.	Bidder to comply with RFP terms and conditions
12	15	Section C.1.2 1.2	Delivery, Installation, Integration, Implementation and Go-Live	1.2.1The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed solution within twenty one (21) weeks from the date of issue of Purchase Order or twenty (20) weeks from the date of acceptance of the purchase order	Request the Bank to provide 25 weeks from the date of agreement for go-Live.	Bidder to comply with RFP terms and conditions
13	21	Section C 7. Payment Terms	7.1. S.No.5. Cost for development and Implementation of statement (Other than 5 statements included in One- time implementation)	30% - On successful implementation in UAT 70% - On successful implementation in DC, DR and go-live	Request Clause Revision. Suggested Clause as follows: 35% - On resource Mobilization 25% - On Setup of UAT Environment 25% - On Setup of Prod & DR 3% - On Go-live of statement 1 3% - On Go-live of statement 2 3% - On Go-live of statement 3 3% - On Go-live of statement 4 3% - On Go-live of statement 5	Bidder to comply with RFP terms and conditions
14	21	Section C 7. Payment Terms	7.1. S.No.4.AMC/ ATS	Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages.	Request Clause Revision. Suggested Clause as follows: Payment will be made Quarterly in advance. Applicable penalties and Liquidated damages will be deducted from subsequent quarter payments.	Bidder to comply with RFP terms and conditions
15	34	SECTION E- SELECTION OF BIDDER	7. Selection of Successful bidder	7.1.The bidder/s who quotes the lowest price (L1) after the reverse auction will be referred as the successful bidder/ bidders	This approach assumes the bidder scoring 70 marks and the bidder scoring 95 marks at the same level. Bidder with better technical score is probably offering a superior product/ other intangible benefits and probably does qualify for a premium. We request Bank to consider evaluation through a weighted techno-commercial evaluation (QCBS)	Bidder to comply with RFP terms and conditions



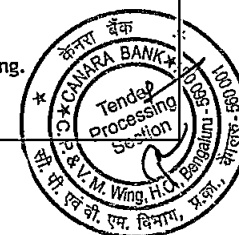
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16	63	Annexure 2	Pre-Qualification Criteria	S.No.13 The bidder should ensure support office in Bengaluru for 24x7 supports.	Request removal of this item from pre-qualification criteria. We will not be able to participate if this clause is retained. We will ensure support to the Bank as per defined SLA through either our on-site OR remote resources	Bidder to refer Corrigendum-3
17	71	Annexure 8	Scope of work	S.No.9. Statements should include personalized marketing. S.No.10. Advertising and promotional content in the output file shall be customized based on customer attributes.	Please elaborate this requirement. One example/illustration will be helpful to understand better	Statements should include marketing content such as advertisements, posters, CTA buttons of Bank's / Associates' products that are personalized based on the characteristics of the customers. For example, a customer with a teenage nominee may be nudged to open account under Bank's Youth product. Such marketing content may be provided by the Bank or may have to be developed by the bidder based on the requirements.
18	73	Annexure 8	Scope of work	S.No.19. •Decentralized Printing	For decentralized printing - is the requirement of printing any communication in bulk for an external print partner. Or is the requirement to be able to print locally at a branch some type of a communication - for customer walk-ins, etc. If more details can be provided around the same.	The statement generated should be in printable format for the use of branches and other admin offices or external print partner.
19	73	Annexure 8	Scope of work	S.No.19. •Tracking E and Print Delivery (Delivery vendor dependent)	Does this mean bidder has to ingest data shared by Bank's printing partner and showcase the physical delivery status on the dashboard?	Yes
20	73	Annexure 8	Scope of work	S.No.19. •Sorting and Segregation based on priority, location and other factors	Lastly, is the sorting expected to be done for pincode wise. Or is it for the method of delivery such as Speed Post, First Class Mail, Inland Letter, etc. And accordingly communications are to be produced for relevant print/mail downstream requirements.	Sorting and segregation should be done based on priority, location or any other factors. It may be pincode wise, for the purpose of method of delivery, based on the customer segment or any other priority defined by the Bank.



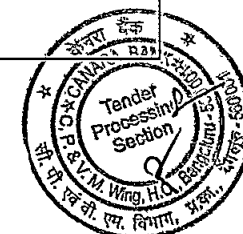
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21	74	Annexure 8	Scope of work	S.No.36.The dashboard/ reporting system should provide comprehensive overview of the status of the communication - i.e. generated, sent, delivered, read etc	Data for what duration should be stored and rendered on the dashboard?	Data has to be stored for atleast 7 years and data to be rendered in dashboard for last 12 months.
22	74 / 82	Annexure 8 Annexure 9	Scope of work- S.No.46 Functional and technical requirements- S.No.9	The solution should have capability to verify existence of email addresses before sending the statement through email.	Such capability does not exist. Email address existance can only be verified by sending an email. Request removal from scope.	Bidder to comply with RFP terms and conditions
23	74	Annexure 8	Scope of work	S.No.53. The solution should have comprehensive consent mechanism for obtaining customer consent from customers for sending the statements through multiple channels such as email ids, WhatsApp, SMS etc.	Consent capturing is not the function of CCM solution. Request removal of this point	Bidder to comply with RFP terms and conditions
24	71	Annexure 8	Scope of work	S.No.4 The solution should have capability to ingest data from multiple sources & formats such as text files, CSVs, XMLs, JSONs, databases etc.	Does the CCM application have to ingest mutiple data types together 'as is' - for one consolidated communication requiruiement? Or will the bank first combine all data in one standardized format before expecting the CCM application to ingest it.	CCM should have the capabality to integrate with all data types.
25	71	Annexure 8	Scope of work	S.No.4. The solution should have capability to ingest data from multiple sources & formats such as text files, CSVs, XMLs, JSONs, databases etc.	Can the input data be purged after statement generation or the same has to be stored? This data is already retained in other systems of record	Data can be purged. However, the generated statements have to be stored for atleast 7 years. Also, template used at the time has to be preserved with version management to ensure that the same statement can be re-generated if required in the future.
26	79	Annexure 9	Functional and technical requirements	S.No.4 Spend Analytics	CCM is a representation engine. Analysis done by Core/other application can be represented by the CCM. Request revision of clause to 'spend analysis representation'.	CCM should have the ability to integrate with spend analytics of the Bank.
27	82	Annexure 9	Functional and technical requirements	S.No.8. •The dashboard/ reporting system should provide comprehensive overview of the status of the communication - i.e. generated, sent, delivered, read etc.	Delivery/read status are dependent on gateway. We will be able to capture and represent delivery status on dashboard only if gateway is able to track and share this information.	We concur with the understanding.



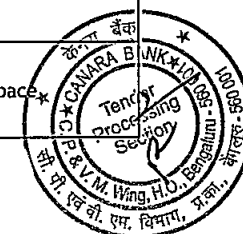
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28	82	Annexure 9 #8	Functional and technical requirements	S.No.8. •The dashboard/ reporting system should provide comprehensive overview of the status of the communication - i.e. generated, sent, delivered, read etc.	How many communications should we consider on an avg every month? This is required to size the storage for storing the data. How many months data needs to be stored??	Approximately 7.5 cr monthly. 20% y.o.y increase. Data has to be stored for atleast 7 years and data to be rendered in dashboard for last 12 months.
29	95	Annexure 17	Table C	Number of resources given is indicative. The actual number of resources to be as per Bank's requirement	Bank will give the requirement or Bidder to consider the resources as per stated SLA?	Bidder to refer Corrigendum-3.
30	97	Annexure 17	Table F	AMC/ ATS Charges are not applicable for 1st, 2nd and 3rd year	Software ATS Charges are applicable Day 0 onwards. Is the Bank willing to consider Paying ATS yearly of should the bidder build these costs in the cost of software?	RFP clause is self explanatory , Bidder to comply with RFP terms and conditions
31	61	Annexure 2	Pre-Qualification Criteria	S.No. 3. Due Diligence report as per Annexure -2 (should not be older than 6 months)	A due diligence report has been requested in the format of Annexure 2, but Annexure 2 is the pre-qualification criteria. Kindly clarify and provide the correct format for arranging the due diligence report.	Bidder to refer Corrigendum-3
32	34	SECTION E- SELECTION OF BIDDER	7. Selection of Successful Bidder	7.1. The bidder/s who quotes the lowest price (L1) after the reverse auction will be referred as the successful bidder/ bidders and will be notified through the GeM portal. No separate intimation will be sent to the bidder in this regard.	RA is enabled for this tender, and the commercial details have been requested in parts. Could you please explain how the RA process will be conducted, including the steps involved and any specific guidelines for participation?	Please be guided by RFP/GeM guidelines
33	72	Annexure 8	Scope of work	S.No.15. Delivery over multiple channels viz. SMS, WhatsApp, e mail etc.	Does the Bank also require orchestration capability from the CCM application? Example: If email is undelivered - Send WhatsApp/SMS	Yes
34	72	Annexure 8	Scope of work	S.No.18. The following list of items which are only indicative and not exhaustive, may be further either added as a feature enhancement in the Smart Pass sheet or as a separate communication mode using the same license and setup	Does the Bank expect to produce MT940/SWIFT output formats as well from the CCM application?	The solution should have the capability to produce MT940/SWIFT output formats as per the requirements of the Bank.

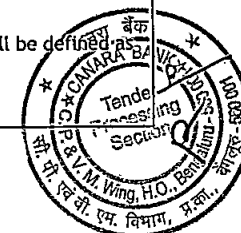


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35	82	Annexure 9	Functional and technical requirements	S.No.8. •The dashboard/ reporting system should provide comprehensive overview of the status of the communication - i.e. generated, sent, delivered, read etc.	IS the application required to feed the tracking data back to CRM/any other application to make it available for the larger enterprise	Yes, as per the requirements of the Bank during implementation of the solution.
36	71	Annexure 8	Scope of work	S.No.4. The solution should have capability to ingest data from multiple sources & formats such as text files, CSVs, XMLs, JSONs, databases etc.	Is bidder expected to provide an ETL function to retrieve data from DB/other systems?	Yes, solution should have the capability to integrate with Data Warehouse, Data Lakehouse and other sources.
37	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Security	VAPT	Pls Let us know the frequency of VAPT	Half-yearly
38	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties/ Liquidated Damages	maximum penalty 10% of TCO	Pls reduce max penalty to 5%	Bidder to comply with RFP terms and conditions
39	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Payment Terms	Payment will be monthly in arrears after deducting applicable penalties and Liquidated damages if any.	Is it mandatory to deploy all support resources onsite? If the Bank can extend connectivity for remote support for both infrastructure and application, then can the bidder propose hybrid support model i.e. a mix of onsite and remote resources?	Resources should support the solution onsite.
40	General			Additional Clause	Required bandwidth speed between DC and DR has to be ensured by canara bank to meet the RTO RPO.	Yes, Bank is having dedicated bandwidth between DC and DR.
41	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Payment Terms	S.No.1. Payment terms--20% On successful go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents	Request revision to: 20% on successful installation of HW and OS. 10% on completion of warranty or on submission of BG for the equivalent amount.	Bidder to comply with RFP terms and conditions
42	75	Annexure 8	General		For proposed architecture power supply, rack space is required. Pls confirm whether bank will provide the same.	Yes, Bank will provide power, rack space

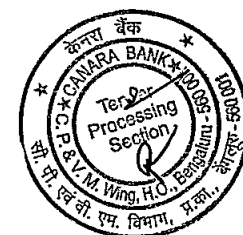


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43	75	Annexure 8 Point No. 55		General	For proposed infrastructure we are considering common top of the rack switches in HA mode at DC,DR, UAT including management switches and cabling , complete connectivity will be on 10g fibre excluding management in case you are providing these pls confirm along with type of existing ports you are having.	Bidder has to arrange all the mentioned infrastructure including switches, cables, rack etc.
44	75	Annexure 8 Point No. 55		General	Pls confirm core site required populated port to terminate core switches will be provided by canara bank.	Core switch details will be shared with successful bidder.
45				General	All the required policies at gateway level to access proposed application will be taken care by canara bank as per their access policy. Pls confirm	Details will be shared with the successful bidder.
46				General	For regular real time updation of firmware/ software required secure internet connectivity /any satellite server for the same, pls confirm that it will be provided by bank.	Direct internet access will not be available But updates can be pushed through repositories or proxy server
47	75	Annexure 8 Point No. 55		General	Can the Bank provide a preliminary list of DC (Data Center), DRC (Disaster Recovery Center), and UAT (User Acceptance Testing) locations?	Presently the DC & UAT is at Bangalore and DR at Mumbai.
48	75	Annexure 8 Point No. 55		General	Will the vendor have access to the site(s) prior to delivery for planning purposes, such as ensuring compatibility and readiness for installation?	Yes
49	75	Annexure 8 Point No. 55		General	Are there specific requirements for pre-installation site readiness (e.g., electrical, network, or physical infrastructure)? Who will ensure the site is ready?	Pre-installation site readiness to be ensured by the successful bidder
50	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Security	VAPT	What is the expected turnaround time for fixing vulnerabilities identified during security audits?	Timelines depends on criticality will be defined as per cyber security policy



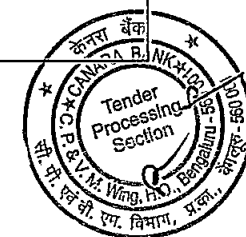
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51	75	Annexure 8 Point No. 55		General	Does the bidder need to provide a solution for 24x7 infrastructure monitoring?	Yes
52	75	Annexure 8 Point No. 55		General	Should the monitoring system integrate with existing ITSM tools if any for incident management?	Yes
53	75	Annexure 8 Point No. 55		General	Does the Bank prefer an on-premises monitoring solution, a cloud-based service, or a hybrid model?	On-premises
54	75	Annexure 8 Point No. 55		General	Does the bidder need to provide a solution for 24x7 Application monitoring?	Yes
55	75	Annexure 8 Point No. 55		General	Is bidder required to supply back-up software or Bank can extend their Back-up service to this application?	Bidder to ensure support in taking necessary backup.
56	71	Annexure-8	Scope of work	S.No.4. The solution should have capability to ingest data from multiple sources & formats such as text files, CSVs, XMLs, JSONs, databases etc.	Data will come to bidders system from how many systems ? Could you please share more details about source systems	No. of systems will be shared with the selected bidder. Bidder should be capable of ingesting data from multiple sources as mentioned in the RFP, including but not limited to Data Warehouse, Data Lakehouse etc.
57	71	Annexure-8	Scope of work	S.No.8. The communication should be generated in multiple formats such as print files, PDF (with/ without password protection), HTML (mail body), Personalized vidoes, images etc	We would require volume details of PDF, Interactive & print file format. Request you to ples provide below table data. (Volume Details)	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.



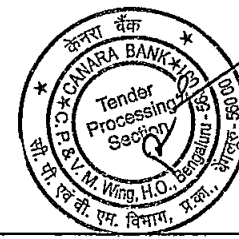
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58	73	Annexure-8	Scope of work	S.No.19. Multilingual e-Communication	Please share details in below table (Volume Details)	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
59	74	Annexure-8	Scope of work	S.No.52. The document should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.	Please share details in below table (Sizing & volume details of PDF communication)	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
60	75	Annexure-8	Scope of work	S.No.54.The hardware should be tailored to handle the anticipated user base and data processing demands. The infrastructure should support both current and future needs without compromising performance and reliability.	To do a server sizing we would require volume details of the communication, please share details in below table (Volume Details)	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
61	75	Annexure-8	Scope of work	S.No.55.The bidder has to provide in detail the specifications for hardware, software and other dependencies along with expected respective cost, while submitting the proposal.	we are assuming that firewall, load balancer will be provided by canara bank. Hardware and software (Microsoft OS license) have to be registered on Canara bank name or on bidders name ? Since we don't need to provide price for Oracle DB, please confirm if your enterprise agreement covers the Oracle weblogic or not.	Firewall and load balancer will be available at Onsite. Hardware and Software to be registered on Canara Bank. Oracle weblogic is covered under Enterprise Agreement.



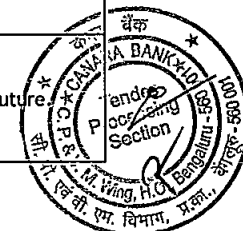
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62	15	Section C	Clause 1.2.1	1.2.1 The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed solution within twenty one (21) weeks from the date of issue of Purchase Order or twenty (20) weeks from the date of acceptance of the purchase order.	IS there any process for approving cost and timeline changes due to scope modifications?	At the discretion of the Bank based on the requirements.
63	61	Annexure 2: Pre-Qualification Criteria	OEM Requirement	Can a non-OEM service provider with extensive CCM expertise participate as a primary bidder if supported by an OEM?		Please be guided by SECTION B - INTRODUCTION, S.NO.6 Participation methodology in the RFP document
64	62	Annexure 2	Pre-Qualification Criteria	Past Implementation in Indian Banks	Our company has implemented CCM solutions for leading US-based insurance companies. Can this experience be considered equivalent?	Bidder to comply with RFP terms and conditions
65	63	Annexure 2	Pre-Qualification Criteria	OEM Authorization	As an implementation partner, can we independently participate if the OEM provides a letter of authorization? Alternatively, must the OEM lead the bid?	Please be guided by SECTION B - INTRODUCTION, S.NO.6 Participation methodology in the RFP document
66	63	Annexure 2	Pre-Qualification Criteria	Turnover Requirement	Can the global turnover of our US entity be considered for meeting the ₹20 crore turnover requirement?	RFP clause is self explanatory , Bidder to comply with RFP terms and conditions
67	71	Annexure-8	Broad Scope of Work	Designing module which helps to design the statement format having feature of pick and drop and low-code/ no-code. The module should have capability of designing various communication templates in multiple output formats. There should be a facility for allowing configuration of personalization & contextualization rules e.g., Language, cross-selling, etc.	a) Is Low-code/no-code required ? Can other alternatives be used , like Zoho Creator, Quickbase,Airtable which are readily available ? B) What are the multiple output formats required for communication templates ?	a) Bank is looking for a Low-code / no-code solution. b) Please refer the Scope of Work
68	71	Annexure-8	Scope of work	S.No.4. The solution should have capability to ingest data from multiple sources & formats such as text files, CSVs, XMLs, JSONs, databases etc.	a) What are the multiple sources and formats from where data can be ingested ?	Bidder should be capable of ingesting data from multiple sources as mentioned in the RFP, including but not limited to Data Warehouse, Data Lakehouse etc.



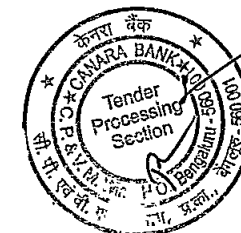
Pre Bid replies for Selection of service Provider for End to End Implementation of Customer Communication Management Solution For Sending 'Smart Cx 360' and other Summarized/ Comprehensive/ Interactive/ Static Banking statements in Canara Bank for a period of 5 years
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69	72	Annexure-8	Scope of work	S.No.10. Advertising and promotional content in the output file shall be customized based on customer attributes.	Need to understand the type of advertisement and promotional contents required ?	Statements should include marketing content such as advertisements, posters, CTA buttons of Bank's / Associates' products that are generic or personalized based on the characteristics of the customers.
70	73	Annexure-8	Scope of work	<p>S.No.19. Other features expected from the solution are:</p> <ul style="list-style-type: none"> ▣ Single application for all Print, Email and SMS communications ▣ Multilingual e-Communication ▣ Personalized marketing within statements ▣ Robust template design with graphs, charts, clickable links and so on ▣ Automated operations ▣ Version Management ▣ Regeneration and Resend process ▣ Decentralized Printing ▣ Tracking E and Print Delivery (Delivery vendor dependent) ▣ Password protected documents ▣ Bar/ QR -coding ▣ Digitally signed certificates ▣ Sorting and Segregation based on priority, location and other factors ▣ Generation of statements for historical dates ▣ Dynamic image positioning for white space management 	<p>a) What are the expected of the application for all Print, Email and SMS communication required ? Should there be a note to indicate that the email, SMS has been delivered , read etc ?</p> <p>B) What are the multiple language communication needed ?</p> <p>C)What are the features required in Automated operations ?</p> <p>d) What are the features required in regeneration and resend process ?</p> <p>e) For Tracking E and Print delivery, should there be an acknowledgement on the number of times the document is printed ?</p>	<p>a) The statement generated should be in printable format for the use of branches and other admin offices or external print partner. Yes, there should be provision to indicate that Email, SMS has been delivered, read etc.</p> <p>b) All Indian languages</p> <p>c) Please be guided by the RFP terms and conditions.</p> <p>d) Please be guided by the RFP terms and conditions for on-demand generation, regeneration and resending process.</p> <p>e) Yes</p>
71	74	Annexure-8	Scope of work	39. There should be provision to customize the communication to customers based on personal preferences of the customers that are derived from the solution - i.e. Best time to contact, Best channel to contact etc.	a) Will the customization of communication to customers be dynamic and change according to time ?	Yes, bidder should do analysis and suggest Best Time to Contact / Best Channel to contact for customers.
72	75	Annexure-8	Scope of work	57. The solution should have the capability to run on cloud environment, and the bidder should migrate the solution to cloud environment if the Bank opts to do so in the future.	a) How soon would it be required to port the solution on cloud ?	As per the requirements of the Bank in future



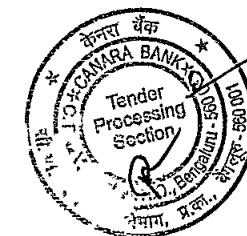
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Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
73		General		No of Concurrent Users	How many concurrent users are there. What is it in Milli sec, Micro sec etc.	15-20 users
74		General		Max Transaction per Day	What is the number of transactions per day	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
75		General		Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
76		General		Any Document Upload Permitted	Is there any document upload required	Document upload option may be provided wherever required, such as uploading of marketing content provided by the Bank.
77		General		Max Size of File in MB	What is the file Upload size in MB	50 MB.
78		General		Max Files per User	What is the file upload per user required	Up to 15 per user
79		General		Database Backup Policy	What is the database back policy	Details will be shared with the successful bidder.
80		General		Database Retention Policy	What is database retention policy	Details will be shared with the successful bidder.



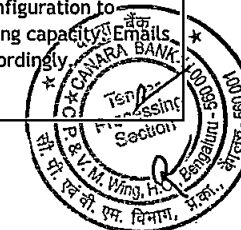
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81		General		DC - DR Policy	What is Data recovery policy	Details will be shared with the successful bidder.
82		General		RPO -- Recovery Point of Object	What is the required recovery Point of Object	Details will be shared with the successful bidder.
83		General		RTO -- Recovery Time of Object	What is the Recovery Time of Object	Details will be shared with the successful bidder.
84		General		Data Archival Policy	What is the current data archival policy	Details will be shared with the successful bidder.
85			General		Please mention monthly volume of credit card statements to be generated	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
86			General		Please mention monthly volume of CASA statements to be generated	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.



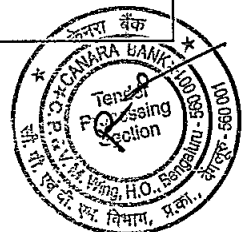
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87				General	Please mention monthly volume of loan statements to be generated	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
88				General	Please mention peak/highest volume in a day combining all the statements across LOBS	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
89				General	Total number of SMS to be generated in a month (it will be total of casa,loan and credit card statement communication)	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity. SMS to be sent may be factored accordingly.
90				General	Total number of Email to be generated in a month (it will be total of casa,loan and credit card statement communication)	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity. Emails to be sent may be factored accordingly.



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91				General	Total number of whatsapp to be generated in a month (it will be total of casa, loan and credit card statement communication)	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity. WhatsApp messages to be sent may be factored accordingly.
92				General	Please mention average number of pages per PDF for Credit Card statements	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
93				General	Please mention average number of pages per PDF for CASA statements	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
94				General	Please mention average number of pages per PDF for Loan statements	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.



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95			General		Volume of Interactive Statements to be processed in a month	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
96			General		Please mention highest of number of adhoc requests for duplicate statements and other communications on any given day	Number of adhoc requests may not be available at this point of time. Solution should support numbers equivalent to those generated.
97			General		Please mention the time within which processing of these communications should be completed (SLA) in hours (Assuming Average month SLA) for CASA and Credit Card Statements	Will be shared with the successful bidder. For sizing requirements, please consider Point 52 of the Scope of Work - The solution should be capable to generate a statement with processing capacity of 30,000 pages per minute and the solution provider should provide the software configuration to achieve the mentioned processing capacity.
98			General		Please mention the Average Annual Growth Rate % of the Customer Base/statements (Retail and Corporate)	Approximately 20% y-o-y
99			General		Please mention Number of Years for which HW Sizing is required	5 years
100			General		Please mention if On-Demand Generation of statements is needed from the required solution	Yes

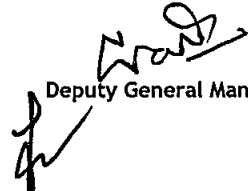


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101				General	If On-Demand requests are needed, please specify what may be the average number of requests per minute?	Number of on-demand requests may not be available at this point of time. Solution should support numbers equivalent to those generated.
102				General	Retention Period of each input file (in Months)	12 months
103				General	Retention Period of each output format (in Months)	84 months
104				General	Please mention the Preferred Deployment Type a. Cloud (Private / Public) b. On Prim	On premises
105				General	Please mention the Preferred Deployment Platform (Sun, AIX, Windows, HP-UX, RHEL etc.) to deploy the proposed solution	No specific preference for the Bank. Bidder may choose the platform and associated licenses which best supports the solution.
106				General	Please mention the Preferred DB (Oracle, DB2, MySQL, MSSQL, PostgreSQL.)	No specific preference for the Bank. Bidder may choose the platform which best supports the solution. However, if bidder goes with Oracle, license cost may be mentioned as 0 in BOM as Bank will supply the requisite licenses.

Date: 16-12-2024

Place: Bengaluru


Deputy General Manager

