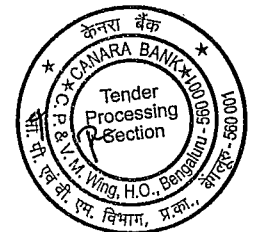


Replies to Pre-Bid Queries for GeM Bid Ref No GEM/2024/B/5769200 dated 01/01/2025 Selection of Service Provider for Software Source Code Escrow Services in Canara Bank for a Period of 3 Years

Sl.No	Page No.	Section/ Annexure / Appendix	RFP Clause	Sub-Clause	Bidder's Query	Bank's response
1	66-69	Scope of work	Point 11	When Deposit Materials are received, a specialist of Escrow agency shall conduct an inspection in accordance with defined procedures and checklist. Post inspection, the specialist shall discover discrepancies and report in writing to owner for correction with copy to Bank	Please share the defined procedure and checklist, unless the Technical/Code verification service is availed, we can do the following: Ask the vendor to submit the deposit inventory form along with the deposit material. Cross-check and prepare a list confirming the materials deposited along with name of file, type, size, encryption checks.	Scope of work is self explanatory. Bidder to comply with RFP/GeM Bid terms and Conditions
2	66-69	Scope of work	Point 15	Escrow Agency shall be responsible for verifying the completeness, accuracy, suitability, state, format, safety, quality, or content of the Deposit Materials. Escrow Agency shall conduct technical verifications of Deposit Materials for Bank. The specific amount of time will be allowed to the service provider to cure any deficiency in the Deposit Materials discovered during the verification process.	Verification of completeness, accuracy, suitability, state, format, safety, quality, or content of the Deposit Materials is part of Technical/Code Verification Service. Otherwise, we will submit the report as mentioned in Sr. No. 1 above.	Bidder to comply with RFP/GeM Bid terms and Conditions
3	66-69	Scope of work	Point 23	The escrow agency will conduct periodic audits of the deposited materials to ensure that the source code remains current, complete, and in line with the software's development and will submit periodic audit report to the bank	This is covered only in case of Technical/Code verification service.	Bidder to refer corrigendum-1
4	66-69	Scope of work	Point 25	It is responsibility of escrow agency to ensure latest source code is deposited by the OEM.	We will not be aware of this unless Canara Bank informs us about the version and takes Technical/Code verification service. To ensure submission of latest source code; we recommend mandating an undertaking from the owner/vendor stating the submitted source codes are the latest one as on the date of submission with an indemnification to Escrow agent.	Bidder to refer corrigendum-1
5	66-69	Scope of work	Point 4	The Escrow Agency will be responsible or liable for payment of any stamp duty, legal/administrative fees which will be charged for escrow agreement	How often the stamp duty is applicable? Whether it is every year? We request Bank clarify the fee structure / details.	Stamp duty is to be paid at the time of execution of the Contract Agreement.
6	66-69	Scope of work	Point 6	Updates for deposit material in a year for each escrow account will be limited to 4 times in a year without any additional cost.	We request Bank to reduce it to 2 times from 4 times in a year without any additional cost.	Bidder to comply with RFP/GeM Bid terms and Conditions



7	66-69	Scope of work	Point 7	Escrow agency shall discover if any of the Deposit Materials are encrypted, or password protected or to provide de-encryption tools/keys, passwords or information needed for decryption and inform to Bank. Deposit Materials will be readily reproducible by Escrow agency for copying as and when needed by the bank as per agreement.	We request Bank to amend this clause. The Escrow Agency can able to verify only the contents submitted by the software vendor identified by the Bank. We request Bank to instruct the vendor to provide all the details to the Escrow Agency while depositing the Source code mentioned under this clause	Bidder to comply with RFP/GeM Bid terms and Conditions
8	66-69	Scope of work	Point 8	For each Escrow Account, it is responsibility of the escrow agency to allocate required space for storing the Deposit Materials (the source code). In the Event Bank requires additional storage to store the Deposits then the escrow agency shall make provision of the additional storage with no extra cost to the Bank.	We request Bank to mention the approximate storage details to be allocated for the Escrow Services during the contract period.	The requested data shall be shared with successful bidder
9	66-69	Scope of work	Point 10	Escrow agency will provide different levels of technical verification as per requirement when deposit materials are submitted to them. If needed the escrow agency shall employ its own developers to adapt to the bank's needs and unique situations.	Escrow agents will not be able to provide technical knowhow of the applications as the applications will be of different Technology which will cause the escrow agent additional cost on this and hence deployment of resources is difficult hence we request Bank to delete the clause	Bidder to comply with RFP/GeM Bid terms and Conditions
10	66-69	Scope of work	Point 14	If Bank believes that the Deposit Materials, as identified in the Deposit Inventory Form, are deficient (e.g., incomplete, or inadequate) or if there is some other problem, then Bank shall notify Escrow Agency and Owner to resolve the matter. It will be Escrow Agency's responsibility to take all required Deposit Materials from owner.	As the technology provided by the vendor is as per bank's requirement. Escrow agent will not be liable to have to find out the deficiencies/other problems in the source code. We request Bank delete the clause	Bidder to comply with RFP/GeM Bid terms and Conditions
11	66-69	Scope of work	Point 15	Escrow Agency shall be responsible for verifying the completeness, accuracy, suitability, state, format, safety, quality, or content of the Deposit Materials. Escrow Agency shall conduct technical verifications of Deposit Materials for Bank. The specific amount of time will be allowed to the service provider to cure any deficiency in the Deposit Materials discovered during the verification process.	We request Bank to delete this clause. Escrow Agency will only conduct the technical verifications of deposit materials i.e. State, Format and content during the verification Process.	Bidder to comply with RFP/GeM Bid terms and Conditions

