

Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	10	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.2. Community Responsiveness:</u> 9.1.2.7. Multi-lingual support for response management. Further, any response given in vernacular language should be translated and given in English.	Basis the RFP , Multi-lingual support is required for response management . Request clarity on the number of languages to be considered for Response Management . Also request clarification, whether the content for Social and Digital Media also needs to be in multiple languages, if yes, than please specify the languages.	Multi-lingual support for English, Hindi, Kannada, Tamil, Telugu, Malayalam, Bengali, Gujrati & Marathi is required for response management and content for Social media.
2	10	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.3. Competitor Benchmarking:</u> 9.1.3.3. Suggest strategies (at least 1 strategy a Month) suitable to the Bank among the strategies adopted by competitors.	Please specify If the strategy a month means One campaign on monthly basis	It could be strategy related to a particular campaign. It could also be some other strategy for augmenting Bank's user base. This has a wide scope.
3	10	<u>9. Scope of Work</u>	9.1. Social Media Listening and Analytics	The Current description in the point indicates requirement of a single tool fulfilling the details required in 9.1 Our request is to allow multiple tools that have specific usage for various activities that improves performance of analysis and can also be at a lowered cost with the possibility of using the licenses on subscription base/monthly service	Bidder has to comply with RFP terms.
4	10	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	9.1.2. Community Responsiveness:	Please clarify support period in terms of days of the week and hours of the day.	Bank business hours 10:00 AM-07:00 PM on all Bank working days.
5	10	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.4. Sentiment Analysis:</u> 9.1.4.2. Bidder shall perform sentiment analysis across at least 20,000 websites/blog sites, on at least 20,000 messages per month.	Please clarify if the volume of conversation is lesser than 20,000	Volume of conversations may be lower/higher. Atleast 20000 messages per month if more than 20000, otherwise actual volume.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
6	10	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.2. Community Responsiveness:</u> 9.1.2.6. All comments/complaints shall be forwarded to the web communication team (super user). The super user shall forward the queries/comments/complaints to respective Wings (two users for each Wing).	Please clarify total number of users and wings	We have approximately 24 Wings. Bidder to provide 2 users per Wing.
7	10	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.2. Community Responsiveness:</u> 9.1.2.7. Multi-lingual support for response management. Further, any response given in vernacular language should be translated and given in English.	Please clarify number of vernacular languages required for translation	Multi-lingual support for English, Hindi, Kannada, Tamil, Telugu, Malayalam, Bengali, Gujrati & Marathi is required for response management and content for Social media.
8	10	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.4. Sentiment Analysis:</u> 9.1.4.2. Bidder shall perform sentiment analysis across at least 20,000 websites/blog sites, on at least 20,000 messages per month.	<ul style="list-style-type: none"> The software we propose doesn't have any constraint in terms of number of websites and number of messages i.e. it can crawl unlimited websites and perform sentiment analysis on unlimited messages (unless the source platform prohibits crawling or data sourcing. It is assumed that neither we nor the Bank will want to source data illegally or unethically or in violation of any third party's policies) However, the Bank may or may not have mentions across 20,000 websites and/or get 20,000 messages in a month. What we can assure is that all relevant websites desired by the Bank will be crawled and all messages will be processed for Sentiment Analysis Hence proposed that these clauses 9.1 and 9.1.4.2 be rephrased to "As many websites desired by the Bank and as many messages as collected as per Bank's requirement". Bank requested to clarify 	Bank may or may not have mentions across 20,000 messages/websites/blogs. However, if the no of mentions is less than 20,000, bidder to perform sentiment analysis across all the messages/websites/blogs. And if the no of mentions is more than 20,000, bidder to perform sentiment analysis across at least 20,000 websites/blog sites/messages.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
9	10	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.2. Community Responsiveness:</u> 9.1.2.1. Providing access to bank team for social media listening tool, so that response to complaints can be given.	Will Bank users be accessing the Social media Services Tool? How many End User licenses are required for the Social Media Services tool or is it Enterprise - unlimited users Bank requested to clarify.	We have approximately 24 Wings. Bidder to provide 2 users per Wing.
10	10	<u>9. Scope of Work:</u>	All digital & social media services should be enabled on Mobile device	These softwares require high end configuration & can be managed only from desktop. We don't see a need for mobile device.	Bidder has to comply with RFP terms.
11	11	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.4. Sentiment Analysis:</u> 9.1.4.3. The services should have the ability to monitor conversations and generate text analytics based on predefined criteria.	Request clarification on the text analytics, do you mean trending themes, key phrases, word cloud etc? or does it have to do with SEO/SEM or metadata.	This clause implies that bidder to perform text analysis, monitor conversations across all social media platforms. SEO/SEM is a separate clause in this RFP, and bidder has to comply with all the terms of RFP.
12	11	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.4. Sentiment Analysis:</u> 9.1.4.5. The services should provide us customer details like name, mobile number, e-mail id and category of complaint. (ATM/branch service etc.)	None of the social / digital platforms support customer contact information. Thus the customer needs to provide this information on Microsite/ Website/ form for data submission	Bidder to provide available Data of the customer.
13	11	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.4. Sentiment Analysis:</u> 9.1.4.3. The services should have the ability to monitor conversations and generate text analytics based on predefined criteria.	Please define pre defined criteria as many tools address this in different methodologies	This information shall be shared with the selected bidder.
14	11	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.4. Sentiment Analysis:</u> 9.1.4.6. Based on the data gathered, the services should provide a dashboard to the bank duly categorizing the sentiments of the customers. Further a daily report should be provided to bank.	Please clarify if the dashboards are expected to be Digital Dashboards or simple PDF/XL reports available as mail/portal information.	Digital Dashboards.

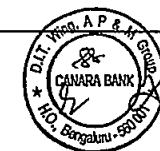


Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
15	11	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.4. Sentiment Analysis:</u> 9.1.4.9. Identify and reach out to key bloggers and influencers	Kindly clarify as to how many bloggers and influencers are to be contacted as quality of bloggers/influencers vary with expertise and social position. Also clarify if these are commercial or non commercial in nature for the influencers.	This information shall be shared with the selected bidder.
16	11	<u>9. Scope of Work</u> <u>9.1. Social Media Listening and Analytics</u>	<u>9.1.4. Sentiment Analysis:</u> 9.1.4.5. The services should provide us customer details like name, mobile number, e-mail id and category of complaint. (ATM/branch service etc.)	Bank may kindly note that the personal details obtainable are as determined by the originating platform (e.g. Facebook, Twitter, websites etc) and governed by their privacy policies and to protect the privacy of their users, as per their policies as well as laws of the Land. As an example, Facebook masks the phone number /email id of users. Hence, these details may be gathered in interaction with the customer on a case by case basis and subject to the customer wanting to share such details and also subject to the originating platforms' prevailing policies and applicable laws of the land. Bank requested to note and acknowledge that Policies of the Originating platform as well as Privacy policies/laws cannot be overridden by the Bidder. Trust this is acceptable to the Bank. Bank requested to clarify.	Bidder to provide available Data of the customer.
17	12	<u>9. Scope of Work:</u> <u>9.3. Campaign Management</u>	<u>9.3.1. Campaign Preparation:</u> <u>9.3.1.1. Campaign Goals:</u> The services should be able to define goals and objectives pertaining to campaigns.	Bidder requests the Bank to provide details around the number of Campaigns (as well as type of campaigns) planned by the Bank on the social media platform in years 1, 2 and 3	This information shall be shared with the selected bidder.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
18	12	<u>9. Scope of Work:</u> <u>9.3. Campaign Management</u>	<u>9.3.2. Campaign Execution:</u> <u>9.3.2.1. Campaign hierarchies:</u> a categorization tool that enables you to analyze/report on health of the integrated multi-channel campaign.	Bidder requests the Bank to provide a view of the existing tools and infrastructure for campaign execution that can be leveraged in target state	This information shall be shared with the selected bidder.
19	12	<u>9. Scope of Work</u> <u>9.2. Marketing Digital Products</u>	9.2.4. The services should use latest techniques that facilitates generation of leads against the below mentioned aspects. Leads thus generated shall be forwarded to respective Wings. c. Use Search Engine Optimization (SEO)/ Search Content Marketing (SCM) for climbing up the search result for Canara Bank and Joint Ventures Websites	Cost is defined per web site and hence request clarification as to how many websites need to be optimized	Bank's website "www.canarabank.com"
20	12	<u>9. Scope of Work</u> <u>9.2. Marketing Digital Products</u>	9.2.4. The services should use latest techniques that facilitates generation of leads against the below mentioned aspects. Leads thus generated shall be forwarded to respective Wings. d. Ensure Canara Bank presence in searches through use of aggregator websites such as Bank Bazaar, Policy Bazaar etc.	Please define no. Of partnerships expected and scale, type of partnerships.	This information shall be shared with the selected bidder.
22	12	<u>9. Scope of Work</u> <u>9.3. Campaign Management</u>	<u>9.3.1. Campaign Preparation:</u> 9.3.1.4. Provide digital solutions - website improvements, e-Campaigns, Digital Media Campaigns and more.	Please define Scope in more detail.	Kindly refer the Scope of Work which is self-explanatory.
23	12	<u>9. Scope of Work</u> <u>9.3. Campaign Management</u>	<u>9.3.2. Campaign Execution:</u> 9.3.2.1. Campaign hierarchies: a categorization tool that enables you to analyze/report on health of the integrated multi-channel campaign.	We request further details on this point	This information shall be shared with the selected bidder.
24	12	<u>9. Scope of Work</u> <u>9.3. Campaign Management</u>	<u>9.3.2. Campaign Execution:</u> 9.3.2.3. Tracking responses to e-mails/SMSs 9.3.2.4. Repeating the promotional cycle only for those who have not responded	Bank requested to elaborate on the format of tracking. Bidder will need access to the email and SMS gateways for tracking. Trust this will be provided by the Bank.	Format details shall be shared with selected bidder. Selected bidder shall be provided required access.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
25	13	<u>9. Scope of Work:</u> <u>9.4. Social Outreach Scope</u>	<u>9.4.2. Channel wise Activity:</u>	Bidder would like to understand whether bidder needs to get in to contracts or agreements with the social media channels. If Bank is already having existing contracts or arrangements (eg subscriptions) with social media channels like Facebook, Youtube, Twitter, LinkedIn, etc, Bidder requests the Bank to provide those details	Selected bidder to take necessary steps to comply with terms of RFP. Bank has no contract/arrangement with social media platforms.
26	13	<u>9. Scope of Work</u> <u>9.4. Social Outreach Scope</u>		To ensure the reach on social and digital media, the agency needs to get in touch and hire Influencers, Bloggers, Domain experts (normally freelancers). This hiring is done for particular campaign / project and thus the payment has to be made against specific deliverables. Request clarification on the payment method and schedule for those. Usually these payments are kept out of the normal commercials of the Bid.	Bidder to paid as per bill of material.
27	13	<u>9. Scope of Work</u> <u>9.3. Campaign Management</u>	<u>9.3.3. Campaign Tracking:</u> 9.3.3.3. Provide a user friendly dashboard that allows seeing vital data and identifying the key outcomes in various marketing efforts.	The scope is very generic and request further detailing	Details shall be shared with selected bidder
28	13	<u>9. Scope of Work</u> <u>9.3. Campaign Management</u>	<u>9.3.3. Campaign Tracking:</u> 9.3.3.4. Special Reports: analyze, provide insights & learning, and most importantly provide status on campaign performance. These reports can be special tracking exercises done on specific brands or on specific efforts or on a common situation in the country or on an industry related change for ex: RBI Guidelines & Acceptance of people/ users.	Please provide the desired frequency	Details shall be shared with selected bidder



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
29	13	<u>9. Scope of Work</u> <u>9.4. Social Outreach Scope</u>	<u>9.4.1. Business Impact:</u> 9.4.1.1. The bidder should ensure that there is gain in business from efforts in social media marketing	Please define measurement criteria	There should be quantifiable improvement based on the effort put in by the selected bidder for popularizing various products. For example, increase in app users, a particular campaign success etc.
30	13	<u>9. Scope of Work</u> <u>9.4. Social Outreach Scope</u>	<u>9.4.1. Business Impact:</u> 9.4.1.3. Recommendations to improve existing products should be made through popular comments in social media	Please define the desired frequency	Details shall be shared with selected bidder.
31	13	<u>9. Scope of Work</u> <u>9.4. Social Outreach Scope</u>	<u>9.4.2. Channel wise Activity:</u> 9.4.2.1. Facebook: 9.4.2.1.8. Reporting	Please specify the frequency	Details shall be shared with selected bidder.
32	13	<u>9. Scope of Work</u> <u>9.4. Social Outreach Scope</u>	<u>9.4.2. Channel wise Activity:</u> 9.4.2.2. Twitter: 9.4.2.2.5. Reporting	Please specify the frequency and scope	Details shall be shared with selected bidder.
33	13	<u>9. Scope of Work</u> <u>9.4. Social Outreach Scope</u>	<u>9.4.2. Channel wise Activity:</u> 9.4.2.3. YouTube: 9.4.2.3.2. Managing Content, uploading videos periodically	Please specify How many videos and who created the videos	Approximate no of videos to be created is provided in the bill of material. As and when vidoes are produced, they'll be uploaded on YouTube and other platforms.
34	14	<u>9. Scope of Work</u> <u>9.4. Social Outreach Scope</u>	<u>9.4.2. Channel wise Activity:</u> 9.4.2.5. Instagram: 9.4.2.3.2. Managing Content, uploading videos periodically	Please specify who creates the video ?	Bidder has to provide content.
35	14	<u>9. Scope of Work</u> <u>9.4. Social Outreach Scope</u>	<u>9.4.2. Channel wise Activity:</u> 9.4.2.6. Blogs: 9.4.2.6.2. Authoring Blogs/ Collaborating with domain experts	Please define the scope and scale and are those paid guest bloggers?	Bidder to provide written content and manage the blogs.
36	14	<u>9. Scope of Work</u> <u>9.5. Market Research</u>	9.5.2. Ability to view and compare weekly trends of brand share, social mentions and other competitive brands.	Please specify the number of competitors for comparison	competitors vary at times, and it is not possible to provide the no of competitors.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
37	14	<u>9. Scope of Work</u> <u>9.5. Market Research</u>	9.5.3. It should be able to track leading regional (more popular in particular geographical areas & in regional languages) as well as leading international websites (website of international news agencies, magazines etc.) & social site for analyzing.	Please quantify the number of regional languages and geographical areas and indication of number of international news agencies and magazines	Regional Languages- Hindi, Kannada, Tamil, Telugu, Malayalam, Bengali, Gujrati & Marathi and corresponding geographical areas. Top 3 international news agencies/websites.
38	14	<u>9. Scope of Work</u> <u>9.5. Market Research</u>	9.5.3. It should be able to track leading regional (more popular in particular geographical areas & in regional languages) as well as leading international websites (website of international news agencies, magazines etc.) & social site for analyzing.	It would not be possible for tools to identify websites in regional languages. Request you to remove this	Bidder has to comply with RFP terms.
39	15	<u>9. Scope of Work</u> <u>9.6. Brand Management</u>	9.6.13. To obtain the verified stamp on all official channels of the Bank within the time-line stated by the Bank, as per guidelines and recommended process by social media platforms to successfully conduct the activity.	Verification is dependent on the criteria's defined by Platform, the agency can request and followup for the same, but the timeline cannot be committed on the same.	Bidder has to comply with RFP terms.
40	15	<u>9. Scope of Work</u> <u>9.6. Brand Management</u>	9.6.13. To obtain the verified stamp on all official channels of the Bank within the time-line stated by the Bank, as per guidelines and recommended process by social media platforms to successfully conduct the activity.	Bidder submits that the verification stamp and timelines are determined by the policies of the respective platform. Bidder will work on best effort basis. Trust this is acceptable to the Bank. Bank requested to clarify	Bidder has to comply with RFP terms.
41	16	<u>9. Scope of Work:</u> <u>9.7. Content Management</u>	9.7.6. Creation and execution of social media campaigns and contests for drawing users to the Bank's pages as per the requirement given by the bank from time to time basis.	Bidder would like to check with the Bank on the frequency (no of campaigns) per month	This information shall be shared with the selected bidder.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
42	16	<u>9. Scope of Work</u> <u>9.7. Content Management</u>	9.7.2. Development of creative, animated videos and any other relevant content at least one month before the launch of the posts.	Does this mean GIFs? Bank to provide the details and specifications of the videos needed as the costing will depend on the same. Examples are <ul style="list-style-type: none"> • How many videos per month • Whether GIF or other formats (if so, please specify) • Duration of videos - total minutes per month • With/without voice over • 2D/3D Bank requested to clarify and specify.	All this information is available in the 'Bill of Material'. Bidder is requested to go through the same.
43	16	<u>9. Scope of Work:</u> <u>9.7. Content Management</u>	NA	Please clarify if production works (artworks, videos, photography etc) for asset creation will be out of scope for the bidder	Content creation is a part of the Scope of Work and bidder charge for that separately as per bill of material.
44	16	<u>9. Scope of Work:</u> <u>9.7. Content Management</u>	NA	Bidder requests that all the deliverables will be in English	Bidder has to comply with RFP terms.
45	16	<u>9. Scope of Work:</u> <u>9.7. Content Management</u>	NA	Bidder assumes that the Media budgets for paid marketing is not in scope of this RFP. Kindly validate if our understanding is correct	Please go through the Bill of Material. All the activities mentioned in BoM can be charged separately.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
46	16	<u>9. Scope of Work</u> <u>9.8. Response Management</u>	9.8.1. Time line to be fixed for the response/acknowledgement by the agency to any post/queries by the customers (5-10 min).	Are the Agency resources which will provide the initial response/acknowledgement to be based at Canara Bank premises or can they be at our office? If the social media software is on Bank's servers, then the latter (response resources located at our office) would not be possible since our office workstations may not be granted access to Bank's network due to InfoSec considerations. Bank requested to clarify	The selected bidder has to deploy the solution on cloud and Cloud Infrastructure has to be in the name of the Bank. As mentioned in the Bill of Material, an On-Site Resource is to be provided for response management during business hours (10:00 AM-07:00 PM) on all business days.
47	18	<u>9. Scope of Work</u> <u>9.8. Response Management</u>	9.8.25. The bidder will be required to carry out requirement study/analysis of business processes to thoroughly understand the functional and operational mechanism of the CPGRS (Canara Public Grievance Redressal System) tool and collect requirements from the concerned officer(s) and undertake the integration with the tool.	Please elaborate on the nature of integration required and deliverables for the same	This information shall be shared with the selected bidder
48	18	<u>9. Scope of Work</u> <u>9.8. Response Management</u>	9.8.26. Integration of social media to our bank website to further direct the micro page created for core business/associate party business.	Is administration of the Canara Bank website in scope of the bidder? Alternately, we can instruct the WebAdmin of your Website on how to integrate the social media for specific purposes. Bank requested to clarify.	This is not in the Scope of Work.
49	18	<u>9. Scope of Work</u> <u>9.9. Regulatory Compliance</u>	9.9.4. The Bidder should have necessary arrangement / agreement / certification with major Social platform management companies like Google / Face-book / Twitter / Linked-in, etc. Bidder has to register the application in the name of Bank and registration should be renewed periodically.	Please elaborate more on this registration. The dashboard will be hosted on the cloud, no registration is required anywhere. However, a separate dashboard will be created for Canara Bank with a unique URL	Creation of A/Cs or pages on various Social Media platforms on behalf of bank.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
50	18	<u>9. Scope of Work</u> <u>9.10. Security Aspects</u>		We suggest you add the clause for vendor to be certified with ISO 27001:2013 certification. This is a standard certification for softwares across the industry	Bidder has to comply with RFP terms.
51	21	<u>14. Preparation of Bids</u>		Please confirm that Bidder has to provide ONE printed bid document i.e. no other copies of the Bid document needed Bank requested to clarify	Kindly refer Clause no. 14.1 which is self-explanatory.
52	21	<u>14. Preparation of Bids</u>		Are MSME's exempt from EMD upon providing the MSME certification? <<We enclose here our MSME Certificate. Plz advise us this certificate valid to get Exemption from EMD>> Bank requested to clarify.	Kindly refer Clause no. 37.1.5 which is self-explanatory.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
53	23	<u>15. Tender Fee</u>	15.1. This document can be downloaded from Bank's website http://canarabank.com/english/announcements/tenders . In that event, the bidders should pay the Tender Fee of Rs.29,500/- (inclusive of GST) for Tender document by means of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same along with Part A-Conformity to Eligibility Criteria.	<p>As per RFP documents, the bidder should pay the Tender Fee of Rs. 29500/- for Tender Documents by means of DD drawn on any Scheduled Commercial Bank.</p> <p>As per GFR Rule 170 Amended and published 2017. It is required that the organization's registered under Ministry of MSME/ NSIC, to be exempted from submission of Tender Fee.</p> <p>We TSD Corporation Limited is a Public Limited Company. We are an NSIC & MSME registered Agency in which we are exempted from the payment of Tender Fee. Attached are the certificates for the same.</p> <p>We would request you to provide Tender Fee exemption to NSIC & MSME Registered Agencies</p>	Kindly refer Clause no. 37.1.5 which is self-explanatory.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
54	23	<u>16. Earnest Money Deposit (EMD)/Bank Guarantee in Lieu of EMD</u>	16.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.20,00,000/- (Rupees Twenty Lakhs Only) by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria.	<p>As per RFP documents, the bidder should pay the EMD of Rs. 20,00,000/- for Tender Documents by means of DD drawn on any Scheduled Commercial Bank.</p> <p>As per GFR Rule 170 Amended and published 2017. It is required that the organization's registered under Ministry of MSME/ NSIC, to be exempted from submission of EMD.</p> <p>We TSD Corporation Limited is a Public Limited Company. We are an NSIC & MSME registered Agency in which we are exempted from the payment of EMD. Attached are the certificates for the same.</p> <p>We would request you to provide EMD exemption to NSIC & MSME Registered Agencies</p>	Kindly refer Clause no. 37.1.5 which is self-explanatory.
55	23	<u>15. Tender Fee</u>		<p>Are MSME's exempt from Tender fee upon providing the MSME certification? << We enclose here our MSME Certificate. Plz advise us this certificate valid to get Exemption from EMD >> Bank requested to clarify.</p>	Kindly refer Clause no. 37.1.5 which is self-explanatory.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
56	24	<u>16. Earnest Money Deposit (EMD)/Bank Guarantee in Lieu of EMD</u>	<p>16.4. The EMD of the Bidders not qualified under evaluation of Part A-Conformity to Eligibility Criteria will be returned within 15 days after opening the Part B-Technical Proposals. The EMD of the Bidders not qualified under Technical Proposal will be returned within 15 days after opening the Commercial bid of the Technically Qualified Bidders. The EMD of Technically Qualified bidders will be returned upon the selected bidder/s accepting the Order and furnishing the Performance Bank Guarantee.</p> <p>16.5. The EMD may be forfeited/ Bank Guarantee may be invoked:</p> <p>16.5.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.</p> <p>16.5.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract in accordance with the terms of the RFP.</p>	<p>The Bidder requests for the clauses to be read as, "16.4 The EMD of the Bidders not qualified under evaluation of Part - A - Conformity to eligibility Criteria will be <u>returned immediately</u> upon their disqualification. The EMD of the Bidders not qualified under Technical Proposal will be returned <u>immediately</u> upon their disqualification. The EMD of other bidders will be returned immediately upon the selection of the successful Bidder.</p> <p>16.5 The EMD may be forfeited, if:</p> <p>16.5.1 If the Bidder withdraws or amends the bid during the period of bid validity specified in this document, provided no amendments are made to the RFP by the Bank.</p> <p>16.5.2 If the selected bidder fails to accept the purchase order within <u>7 days or fails to sign the mutually agreed contract</u> or fails to furnish performance guarantee in accordance with the terms of the RFP.</p>	Bidder has to comply with RFP terms.
57	28	<u>31. Determination of L1 Price</u>		<p>As per the RFP , the evaluation of the bids will be done on L1 basis. Considering the scope of work and the quality which is expected from the deliverables , kindly consider QCBS method for selection , which is more scientific and quality oriented than the price based L1 method.</p>	Bidder has to comply with RFP terms.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
58	29	<u>31. Determination of L1 Price</u>	31.6. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.	IBM wishes to clarify that the terms and conditions of the final agreement between the parties would be as mutually agreed.	Bidder has to comply with RFP terms.
59	30	<u>36. Award of Contract</u>	36.3. The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder.	The Bidder requests for the clause to be read as, "The selected Bidder shall submit the acceptance of the order within <u>seven days from the date of the Contract being mutually agreed between the parties</u> . The effective date for start of provisional contract with the Selected Bidder shall be the date of acceptance of the order by the Bidder".	Bidder has to comply with RFP terms.
60	31	<u>38. Effective Date</u>	38.2. Failure to accept the order within seven days from the date of receipt of the order, makes the EMD liable for forfeiture at the discretion of the Bank. Thereafter the Bank shall be at liberty to proceed with procurement from the other Bidders within the purview of the same RFP by calling for fresh commercial quotes from the bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid.	Bidder requests the Bank to change the clause to "If the selected Bidder fails to accept the purchase order within 15 working days, upon the signing of the mutually agreed contract or fails to furnish performance guarantee in accordance with the mutually agreed timelines, upon the signing of the mutually agreed Contract".	Bidder has to comply with RFP terms.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
61	31	<u>40. Security Deposit / Performance Bank Guarantee</u>	<p>40.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.</p> <p>40.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value (Exclusive of Taxes).</p>	<p>Please note that the Bidder shall submit the requisite Performance Bank Guarantee within 21 days of the receipt of the purchase order, after the Contract is mutually agreed and signed. However, <u>no penalty shall be levied for any delay</u> that the Bidder shall intimate to the Bank within the stipulated timelines.</p>	<p>Bidder has to comply with RFP terms.</p>
62	32	<u>41. Execution of Agreement</u>	<p>41.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.</p>	<p>Please note that the Bidder shall sign and execute the Agreement within 30 days of the Agreement/Contract being mutually agreed between the parties and subsequently, shall accept the Purchase Order from the Bank.</p>	<p>Bidder has to comply with RFP terms.</p>



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
63	32	<u>42. Delivery and Installation</u>	<p>42.1. Project Schedule are as follows:</p> <p>42.1.1. Supply of Hardware and Software items: The bidder shall supply and install the tools and other necessary software and make the system ready for pilot test run within 4 weeks from the date of receipt of purchase order.</p> <p>42.1.2. Non-compliance of the above clause 42.1.1 will result in imposing penalty at 0.50% (plus GST) per week or part thereof, on the value of the order. However, the total penalty to be recovered under this clause shall be restricted to 5% (plus GST) of the total value of the order.</p>	Request you to kindly consider the supply schedule within 6-8 weeks of receipt of purchase order	Bidder has to comply with RFP terms.
64	33	<u>44. Roll out</u>	<p>44.1. Canara Bank will evaluate the proposed Social Media Services after the selected Service has been successfully implemented. If during the implementation period, the Social Media Service experiences no failures and functions according to the requirements of the RFP, as determined by the Bank; the Social Media Services shall be considered accepted by the Bank and the project will be considered deemed signed-off.</p> <p>44.2. After the Social Media Services has been accepted by the Bank, the Bidder may submit an invoice for the Services.</p>	Request timeline and schedule for confirmation from Canara Banks side to ensure transparency	This information shall be shared with the selected bidder.
65	34	<u>47. Penalties/Liquidated Damages</u>	NA	Bidder requests to add the following in clause 47: "Any penalty shall be levied only for reasons solely attributable to the Bidder. Penalty shall constitute the Bank's sole and exclusive remedy against the Bidder for such defect/delay"	Bidder has to comply with RFP terms.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
66	34	<u>47. Penalties/Liquidated Damages</u>		<ul style="list-style-type: none"> • It is assumed that the engagement and impressions are desired not from generic audiences but specified Target Group (TG) of the Bank, which will may change from time to time and depending on products being promoted. • Achieving this increase every month will require Ad Spend by the Bank. Can we assume that the Bank will spend every month on digital/social advertising? • Please make this penalty contingent on Ad Spend of the Bank or have this penalty parameter waived 	Bidder to go through the Bill of Material. All the expenses to be charged separately are elaborated there.
67	34	<u>47. Penalties/Liquidated Damages</u>		<ul style="list-style-type: none"> • Social Media platforms do not give metrics on visitors to the Bank's fan page/ twitter page etc. They provide Likes/ Follower statistics and increments • Please specify how will this be measured or have this penalty parameter waived Bank requested 	No. of Subscribers/Followers/Profile Visits/Channel Views wherever available/applicable
68	34	<u>47. Penalties/Liquidated Damages</u>		<ul style="list-style-type: none"> • Growth rate of which metric? Please specify or have this penalty parameter waived Bank requested to clarify 	No. of Subscribers/Followers/Profile Visits/Channel Views wherever available/applicable



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
69	34	<u>47. Penalties/Liquidated Damages</u>		<ul style="list-style-type: none"> The software we propose doesn't have any constraint in terms of number of websites and number of messages i.e. it can crawl unlimited websites and perform sentiment analysis on unlimited messages (unless the source platform prohibits crawling or data sourcing) However, the Bank may or may not have mentions across 20,000 websites and/or get 20,000 messages in a month. What we can assure is that all relevant mentions desired by the Bank will be crawled and all messages will be processed for Sentiment Analysis Hence proposed that this penalty parameter be waived or rephrased to "As many websites desired by the Bank and as many messages as collected as per Bank's requirement". <p>Bank requested to clarify</p>	<p>Bank may or may not have mentions across 20,000 messages/websites/blogs. However, if the no of mentions is less than 20,000, bidder to perform sentiment analysis across all the messages/websites/blogs. And if the no of mentions is more than 20,000, bidder to perform sentiment analysis across at least 20,000 websites/blog sites/messages.</p>
70	35	<u>49. Payment Terms</u>	NA	<p>Request you to consider Milestone based payment for Supply of Enterprise License and Implementation Charges. The Milestones can be:</p> <ol style="list-style-type: none"> Test environment deployment UAT Sign off Live environment Deployment 	<p>Bidder has to comply with RFP terms.</p>

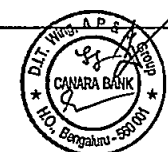


Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
71	35	<u>49. Payment Terms</u>	<u>49.1. Payment schedule will be as under:</u> 49.1.1. Towards Supply of Enterprise Licenses and Implementation charges: Bank will release 100% payment on acceptance of tool and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery/acceptance certificate duly signed by Bank officials should be submitted while claiming payment in respect of orders placed.	The cost of enterprise license for 1 year of 3 years would be paid on acceptance of tool?	One time license cost shall be paid as per clause 49.1.1
72	35	<u>49. Payment Terms</u>	<u>49.1. Payment schedule will be as under:</u> 49.1.3. Charges for Resident Engineer will be paid monthly in arrear basis and on production of invoices duly approved by Bank's Officials.	We don't think a resident engineer would be required	<u>The Clause is modified as under:</u> " 49.1.3. Charges for Onsite resource will be paid monthly in arrear basis and on production of invoices duly approved by Bank's Officials."
73	36	<u>51. Order Cancellation/Termination of Contract</u>	51.5. After the award of the contract, if the selected bidder 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 month notice for the same. In this event, the selected bidder 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.	Bidder requests that a <u>cure period of 90 days is to be provided to the Bidder in case of any material breach.</u> Further, any insolvency has to be confirmed by a competent court, before the Bank can terminate the Contract. Also, the Bidder shall be paid for all the products and services provided by the Bidder upto the effective date of termination and the additional amounts that the Bidder may reasonably incur due to such termination. However, <u>no set-off shall be done from the PBG or the amounts payable to the Bidder.</u>	Bidder has to comply with RFP terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
74	36	<u>52. Local Support</u>		We don't think a on-premise local support would be required. Rather an agent would be required to respond to the social media queries during the business hours as mentioned in Annesure-17, Table C. Also, can we make this resource requirement off-site? This would help reduce the cost	Bidder to comply with terms of RFP. An agent should be available during business hours (10:00 AM-07:00 PM) on all Bank Business days.
75	37	<u>54. Warranty:</u>	54.3. The entire equipments/ hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts including updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of One year from the Date of Installation/commissioning.	Regarding the Hardware and Software for our Social Media Services Tool, please outline the options from below that the Bank prefers (1) Installed on Bank Servers/ on premises: if the Tool is expected to be installed on Bank Servers, Typically, this will be a CapEx for the Bank. In that case: a) Will the Bank procure the Servers i.e. hardware, OS and software licences required for Tool installation, including DRS or b) Bidder has to procure the Servers - hardware, OS and software licences required for Tool installation. This has a bearing on the bid preparation. Also, in this option, the Bank will have to provide for the physical infrastructure at its Data Center (space, networking, uninterrupted internet access and power supply, HVAC etc) as well as DRS (if that is needed as well - BCP DR policy to be specified by the Bank) (2) Cloud based (hosted on our servers): if the Tool can be Cloud based i.e. hosted on our servers. This would be an OpEx for the	Solution to be deployed on Cloud and the Cloud Infrastructure has to be in the name of the Bank.
76	37	<u>54. Warranty:</u>	54.1. The Bidder has to provide comprehensive On-site warranty for One year.	The solution will be hosted on a secure cloud. What is this on-site warranty for?	The clause stands deleted.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
77	38	<u>58. Intellectual Property Rights</u>	58.3. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.	Please note that the Bidder shall indemnify the Bank by paying any court awarded damages, which arise out of a third party claim, for the infringement of any copyright or patent related to the Bidder's product. However, the steps elucidated in the clause 58.3 are required to be followed and the product should be unmodified by the Bank or its personnels.	Bidder has to comply with RFP terms.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
78	39	<u>60. Indemnity</u>	<p>60.1. The bidder 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:</p> <p>60.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>60.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>60.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of services provided by them.</p> <p>60.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>60.2.2. The limits specified in the above said</p>	<p>Please note the following:</p> <p>60.1: The Bidder requests for the deletion of this clause. Please note that the Bidder shall indemnify the Bank by paying any court awarded damages, which arise out of a third party claim, for the infringement of any copyright or patent related to the Bidder's product.</p> <p>However, the steps elucidated in the clause are required to be followed and the product should be unmodified by the Bank or its personnels.</p> <p>Further, the indemnity shall only be applicable until the completion of the project.</p> <p>60.3: Bidder liability shall be capped at the total contract value (not the overall project value). The Bidder will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings. These limitations apply collectively to the Bidder, its affiliates, contractors, subprocessors, and suppliers. However, the following amounts are not subject to the above cap: i) damages that cannot be limited under applicable law</p>	Bidder has to comply with RFP terms.
79	39	<u>60. Indemnity</u>	NA	<p>IBM requests for inclusion of the following additional clause:</p> <p>IBM will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings.</p>	Bidder has to comply with RFP terms.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
80	40	<u>61. Inspection of Records</u>	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Services/Software provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.	Please note that Audits shall be conducted only to verify if Bidder is performing services in accordance with the service levels. A third party auditor may be appointed only with the <u>mutual consent of the parties</u> on a non-contingent basis after he has executed a confidentiality agreement with the Bidder. Bidder is not obligated to share any information relating to Bidder's costs, Bidder proprietary data, confidential information of Bidder's other customers and internal audit reports of the Bidder. Such audit shall be conducted (a) <u>upon thirty days prior written notice to Bidder;</u> (b) <u>no more than once each calendar year;</u> (c) <u>only in relation to the previous twelve months' activities;</u> (d) <u>during normal business hours;</u> and (e) <u>to the extent it does not interfere with Bidder's ability to perform the services in accordance with the Agreement</u>	Bidder has to comply with RFP terms.
81	40	<u>62. Assignment</u>	62.1. The vendors shall not assign to any one, in whole or in part, it's obligations to perform under the RFP/contract, except with the Bank's prior written consent. 62.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Vendor under this RFP.	Bidder requests for the deletion of the clause and requests the addition of the following, "Assignment of the Bidder's rights to receive payments or assignment by the Bidder in conjunction with the sale of the portion of Bidder's business that includes a product or service is not restricted".	Bidder has to comply with RFP terms.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
82	40	<u>65. Confidentiality and Non-Disclosure</u>	<p>65.1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-8.</p> <p>65.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.</p>	<p>Please note that any information that is marked or identified as confidential at the time of disclosure by either party shall be protected as confidential by the other party. Further, parties shall <u>mutually agree to sign a separate non-disclosure agreement to govern</u> the terms of the Contract/Agreement.</p>	<p>Bidder has to comply with RFP terms.</p>
83	41	<u>69. Negligence</u>	<p>In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.</p>	<p>The Bidder requests for the deletion of the clause as all the criterias are required to be mutually agreed.</p>	<p>Bidder has to comply with RFP terms.</p>



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
84	42	<u>72. Force Majeure</u>	72.4. 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 Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.	Bidder requests that the following is added to the clauses, " <u>No force majeure event shall suspended the Bank's payment obligations.</u>	Bidder has to comply with RFP terms.
85	45	<u>79. Human Resource Requirement</u>	79.3. In case the performance of the Bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.	Bidder requests to modify the sentence as "based on mutually agreed timelines"	Bidder has to comply with RFP terms.
86	46	<u>Annexure-1 Checklist</u>	e. Whether Call log in Procedure, Preventive and Break down/Corrective Maintenance is provided?	In supporting that what document need exactly plz clarify Bank requested to clarify.	Bidder has to provide write-up and details of Call log in Procedure, Preventive and Break down/Corrective Maintenance.
87	47	<u>Annexure-2 Bid Covering letter</u>	NA	Request you to kindly incorporate the point of MSME exemption for the EMD and tender fee OR Please confirm if we can update the letter accordingly. Please update the timeline for implementation to 6-8 weeks (currently it is written as Two weeks which is in contradiction with the implementation timeline)	Bidder can update accordingly with compliance to RFP terms. The timelines remain the same.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
88	48	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	<p>b. Eligibility Criteria: The Turnover of the Bidder should be minimum Rs. 2 Crores each year during last Two financial years (i.e. 2016-17 and 2017-18). Out of total turnover, minimum 50% should come from Social Media Services.</p> <p>Documents to be submitted with Part A- Conformity to Eligibility Criteria: Audited balance Sheet for last Two (2) Years (i.e. 2016-17 and 2017-18). (AND) The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p>	<p>Bidder would like to highlight that Large firms like IBM which has strong practices in several technology domains such as strategy, digital, cognitive, cloud, infrastructure, social media services, etc may not have 50% of turnover coming from only from social media. Hence we request the Bank to reconsider this requirement</p>	<p>The Eligibility Criteria is modified as under: "Eligibility Criteria: b. The Turnover of the Bidder should be minimum Rs. 2 Crores each year during last Two financial years (i.e. 2016-17 and 2017-18) and minimum Rs. <u>1.00 Crore</u> should come from Social Media Services. Documents to be submitted: 1. Audited balance Sheet for last Two (2) Years (i.e. 2016-17 and 2017-18). In case Audited Balance sheet for 2017-18 is not ready, Bidder must produce a certificate from the Company's Chartered Accountant to this effect." 2. Bidder must produce certificate from the Company's Chartered Accountant for having Rs.1.00 Crore turnover from Social Media Services.</p>
89	48	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	<p>d. Eligibility Criteria: The bidder should have provided Social Media Analytics and Listening, Social Media Marketing and Campaign Management, Content Management, Response Management in at least any 2 Banks/ Fis in India.</p> <p>Documents to be submitted with Part A- Conformity to Eligibility Criteria: The Bidder must produce Purchase Orders/ Reference letters in their Name from the customers to this effect.</p>	<p>Bidder requests the Bank to modify this requirement as " Either the Bidder and / or OEM should have provided....in atleast 2 Banks / Fis in India"</p>	<p>Bidder has to comply with RFP terms.</p>



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
90	48	<u>Annexure-3 Eligibility Criteria Declaration</u>	<p>b. Eligibility Criteria: The Turnover of the Bidder should be minimum Rs. 2 Crores each year during last Two financial years (i.e. 2016-17 and 2017-18). Out of total turnover, minimum 50% should come from Social Media Services.</p> <p>Documents to be submitted with Part A- Conformity to Eligibility Criteria: Audited balance Sheet for last Two (2) Years (i.e. 2016-17 and 2017-18). (AND) The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p>	Request you to kindly consider Turnover Certificate (Unaudited - Provisional) from our Statutory auditor for the FY 2017-18 as the Audit is in process and the Balance Sheet will need time to get prepared . For the past Two years, we can provide Audited Balance sheet fulfilling the Criteria.	<p>The Eligibility Criteria is modified as under: "Eligibility Criteria: b. The Turnover of the Bidder should be minimum Rs. 2 Crores each year during last Two financial years (i.e. 2016-17 and 2017-18) and minimum Rs. <u>1.00 Crore</u> should come from Social Media Services. Documents to be submitted: 1. Audited balance Sheet for last Two (2) Years (i.e. 2016-17 and 2017-18). In case Audited Balance sheet for 2017-18 is not ready, Bidder must produce a certificate from the Company's Chartered Accountant to this effect." 2. Bidder must produce certificate from the Company's Chartered Accountant for having Rs.1.00 Crore turnover from Social Media Services.</p>
91	48	<u>Annexure-3 Eligibility Criteria Declaration</u>	<p>c. Eligibility Criteria: The Bidder should have positive Net Worth as on 31/03/2018.</p> <p>Documents to be submitted with Part A- Conformity to Eligibility Criteria: The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p>	Request you to kindly consider Network Certificate (Unaudited - Provisional) from our Statutory auditor as on 31-Mar-2018 as the Audit is in process and the Balance Sheet will need time to get prepared .	Bidder has to comply with RFP terms.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
92	48	<u>Annexure-3 Eligibility Criteria Declaration</u>	<p>d. Eligibility Criteria: The bidder should have provided Social Media Analytics and Listening, Social Media Marketing and Campaign Management, Content Management, Response Management in at least any 2 Banks/ FIs in India.</p> <p>Documents to be submitted with Part A- Conformity to Eligibility Criteria: The Bidder must produce Purchase Orders/ Reference letters in their Name from the customers to this effect.</p>	Request you to kindly consider experience in handling social media projects for Central and state government entities apart from banks / FIs as the eligibility criteria	Bidder has to comply with RFP terms.
93	48	<u>Annexure-3 Eligibility Criteria Declaration</u>	<p>d. Eligibility Criteria: The bidder should have provided Social Media Analytics and Listening, Social Media Marketing and Campaign Management, Content Management, Response Management in at least any 2 Banks/ FIs in India.</p> <p>Documents to be submitted with Part A- Conformity to Eligibility Criteria: The Bidder must produce Purchase Orders/ Reference letters in their Name from the customers to this effect.</p>	We request that work experience in the Large Private Corporate sector and work for similar organizations (Banks) through Advertising and Media Agencies as sub vendors	Bidder has to comply with RFP terms.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
94	48	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	<p>b. Eligibility Criteria: The Turnover of the Bidder should be minimum Rs. 2 Crores each year during last Two financial years (i.e. 2016-17 and 2017-18). Out of total turnover, minimum 50% should come from Social Media Services.</p> <p>Documents to be submitted with Part A- Conformity to Eligibility Criteria: Audited balance Sheet for last Two (2) Years (i.e. 2016-17 and 2017-18). (AND) The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p>	<p>if the Bidder has a Turnover of 2 Crore, then based on the scope, this order could be a substantial portion of their turnover. This represents a significant risk to the Bank in terms of the Bidder capacity to scale to the Bank's needs. Recommended that the turnover be minimum Rs 10 Crore which will make sure the Bidder can scale up. Also, the second part of the clause effectively disqualifies traditional agencies and will force the Bank to choose from a smaller pool of Bidders. Request this clause to be revised to "Minimum 50% should come from Social Media Services OR Minimum Rs 2 Crore from Social Media Services in each of the FYs" Bank requested to clarify</p>	<p>The Eligibility Criteria is modified as under: "Eligibility Criteria: b. The Turnover of the Bidder should be minimum Rs. 2 Crores each year during last Two financial years (i.e. 2016-17 and 2017-18) and minimum Rs. <u>1.00 Crore</u> should come from Social Media Services. Documents to be submitted: 1. Audited balance Sheet for last Two (2) Years (i.e. 2016-17 and 2017-18). In case Audited Balance sheet for 2017-18 is not ready, Bidder must produce a certificate from the Company's Chartered Accountant to this effect." 2. Bidder must produce certificate from the Company's Chartered Accountant for having Rs.1.00 Crore turnover from Social Media Services.</p>
95	48	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	<p>c. Eligibility Criteria: The Bidder should have positive Net Worth as on 31/03/2018.</p> <p>Documents to be submitted with Part A- Conformity to Eligibility Criteria: The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p>	<p>For 2017-18 auditing still is in under process so we will be able to provide Net Worth Certificate as on 31.03.2017 Bank requested to clarify.</p>	<p>Bidder has to comply with RFP terms.</p>



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
96	48	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	<u>c. Eligibility Criteria:</u> The bidder should have expertise in both earned media and owned media Social Listening. <u>Documents to be submitted with Part A- Conformity to Eligibility Criteria:</u> The Bidder must produce supporting documents to this effect.	In supporting that what document need exactly? Bank requested to clarify.	Bidder may provide self-declaration certificate
97	49	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	<u>f. Eligibility Criteria:</u> The bidder should have a team size of at least 25 people in Social Media services. <u>Documents to be submitted with Part A- Conformity to Eligibility Criteria:</u> The Bidder has to provide team profile of at least 25 people team for Social Media Services as per Annexure-18 with supporting documents.	Request clarification on the team : 1. Where the team will be located - Onsite at Canara Bank Offices / Agency Offices in Bangalore , elsewhere 2. Who will provide the infrastructure for the team including Laptop/ Desktops/ Seating / Internet / Power etc. 3. Any specific breakup of the 25 member team or Agency can propose the same as per the scope of work. 4. Whether the proposed team should be deployed for the project OR people with similar / better qualification and experience can be considered during the deployment	Bidder should have an internal team of 25 in social media services. Bidder to deploy only one on-site resource.
98	50	<u>Annexure-4</u> <u>Bidder's Profile</u>	f) IT Turnover: 2015-2016 2016-2017	IT Turnover field should be updated for FY 16-17 and 17-18	<u>RFP clause is amended as under:</u> "f. IT Turnover: 2016-17 2017-18"
99	51	<u>Annexure-5</u> <u>Service Support Details</u>		Whether we can provide the details of other locations/ cities for the support apart from Bengaluru.	Bidder has to comply with RFP terms.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
100	55	<u>Annexure-9</u> <u>Technical Bid Covering Letter</u>	6. Details of inputs/requirements required by the bidder to execute this assignment.	In supporting that what document need exactly? Bank requested to clarify.	Bidder to provide details. No supporting document required.
101	55	<u>Annexure-9</u> <u>Technical Bid Covering Letter</u>	7. Conformity to the obtaining of various certificates/bench mark testing standards for the items quoted to meet the intent of the RFP	In supporting that what document need exactly plz clarify. Bank requested to clarify.	Bidder has to submit undertaking in this regards.
102	55	<u>Annexure-9</u> <u>Technical Bid Covering Letter</u>	8. Conformity regarding back to back arrangements with third party hardware/software for providing continuous and un-interrupted support to meet SLA obligations as per RFP Terms.	In supporting that what document need exactly plz clarify. Bank requested to clarify.	Bidder has to submit undertaking in this regards.
103	56	<u>Annexure-10</u> <u>Functional/Technical Requirements of Social Media Services</u>		While the requirements to be complied with are specified, are there any additional documents (other than Annexure 10) that need to be provided for the Technical Evaluation? Bank requested to clarify	Bidder has to comply with RFP terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
104	65	<u>Annexure-15</u> <u>Manufacturer/Authorized Distributor in India Authorization Form</u>		<p>In the interest of the Bank, we submit that</p> <ul style="list-style-type: none"> • If the Social media tool is being provided by an OEM (Original Equipment Manufacturer i.e. the entity that owns the Intellectual Property and source code of the Social Media tool), the Bank must insist on the OEM providing this Authorisation to protect Bank's interests i.e. if the Bidder is unable to install & manage the tool, the OEM has to do so. • Delegating this responsibility to an Indian Distributor is tantamount to the OEM authorizing the Bidder (which can also be the Indian Distributor). • Thus, there is no additional protection that the Bank gets by this Annexure 15, as sought in clause 52.3 and represents a risk to the Bank if the bidder is unable to install and maintain the Social media tool. <p>Bank requested to rephrase the Annexure 15 so that the "OEM which owns the intellectual property of the Social Media Tool should sign this Annexure 15 and have the final responsibility of installing and maintaining the tool."</p>	Bidder has to comply with RFP terms.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
105	67	<u>Annexure- 17</u> <u>Bill of Material</u>	<u>Table -A</u> <u>Price details of Hardware/Software Items</u>	It is our assumption reading annexure 17 Table A and Annexure 10 that the Bank expects a single software to perform ORM, SOCIAL MEDIA ANALYTICS, LISTENING ANALYTICS, TICKETING, APP STORE tracking among others , the bank may kindly specify a single software by make or allow multiple software's to achieve the desired functionality. Please Note the approach by using specialized software's has its advantage in both the functionality and TCO (total cost of ownership) The software's are also available as SAAS license. We request you to clarify the same	Bidder has to comply with RFP terms.
106	67	<u>Annexure- 17</u> <u>Bill of Material</u>	Table A: Price details of Hardware and Software	Row 2: Implementation/Integration/Interface Cost has been marked 'x' for additional 2 years AMC. Can we assume that after the first year, no additional Implementation/Integration/Interface work will be involved or will this be subsumed in the table B costing? Bank requested to clarify.	This implies that Change Request is not a part of ATS/AMC. However, Change Request can arise any time during the contract period.
107	68	<u>Annexure- 17</u> <u>Bill of Material</u>	<u>Table-D</u> <u>Media Planning Management</u>	Column 2 & 3 don't match for activity and deliverable	Column 2 specifies the overall activities to be performed and Column 3 specifies the platforms on which activities shall be performed and an estimate for periodic deliverables. Bidder to bid based on the deliverables in Column 3.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
108	68	<u>Annexure- 17</u> <u>Bill of Material</u>	Table C: Charges for Onsite resources	<ul style="list-style-type: none"> • This is only for the Resident Engineer only. Please confirm • Will the team that does response/acknowledgement be based onsite? In that case the number of Resources may exceed One. Bank requested to clarify	Bidder to provide 1 Onsite resource for response management across platforms during business hours (10:00AM-07:00PM) on all Bank Business Days.
109	68	<u>Annexure- 17</u> <u>Bill of Material</u>		Is the "Tax" component mentioned in Annexure 17 referring to <ul style="list-style-type: none"> • GST (Goods and Services Tax) or <ul style="list-style-type: none"> • non-GST taxes as specified on page 34 of 88 (Clause 48.1 and 48.2) Bank requested to clarify	Kindly refer Clause no. 48.1 which is self-explanatory.
110	69	<u>Annexure- 17</u> <u>Bill of Material</u>	<u>Table-D</u> <u>Media Planning Management</u> <u>2. Content Creation Costs</u> c. 2D animated explainer videos, using open source music d. 3D animated explainer videos, using open source music e. Image / typography based videos with base graphics or photos, open source music g. Video - one camera, one mike, straight angle - simple set-ups	Please share reference videos for estimation	This information shall be shared with the selected bidder.
111	70	<u>Annexure- 17</u> <u>Bill of Material</u>	<u>Table-D</u> <u>Media Planning Management</u>	<ul style="list-style-type: none"> • Should this be "Total of Column D" or "Total of Column F" Bank requested to clarify	<u>RFP Clause is modified as under:</u> "3. Total Cost of Media Planning Management (Total of column F of 1, 2a, 2b, 2c, 2d, 2e, 2f, 2g, 2h, 2i, 2j, 2k, 2l, 2m)"
112	75	<u>Appendix-B</u>	3) Compliance to Technical & Functional requirements should be complete with all columns filled in as per Annexure-10.	Do we need to submit Annexure -10 on Company Letter Head? or We can submit print out of Annexure-10 on plain paper and then sign & stamp on it? Please clarify.	Bidder has to submit all Annexures on their Letter Head.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
113	82	<u>Appendix-G</u> <u>Pre Contract Integrity Pact</u>		• Please specify value of non-judicial Stamp Paper	This Pact is subject to Indian Law and the place of jurisdiction is Bangalore.
114	56,57	<u>Annexure-10</u> <u>Functional/Technical Requirements of Social Media Services</u>	<u>C. SEARCH ENGINE OPTIMIZATION (Detailed Activities Enclosed)</u> 1. SEO- Search Engine Optimization- On page and off page, content optimization, on site optimization. Digital Analytics through popular tools to measure performance for all Digital mediums and activities. 2. Manage On page and Off Page activities of the website 3. Discover relevant keywords and incorporate the same in the website	Please note that the description provided is of a older generation and new definitions/techniques are available and hence we request that point be accepted to use latest techniques to use SEO which maybe a deviation against the existing point	Bidder has to comply with RFP terms.
115	9	<u>9. Scope of Work:</u>	NA	Bidder would like to check if the following are in scope: "Analyzing customer sentiments and creating actionable business insights (like process changes for customer boarding , loan disbursal etc) and working with the different business untis / stakeholders"	Bidder to go through the Scope of Work in RFP which is self-explanatory.
116	9	<u>9. Scope of Work:</u>	NA	Bidder wants to check if the CRM integration (System should be extensible to allow for CRM integration to help get the 360- degree view of the customer by integrating CRM data with social profiles) is in scope Also please advise if obtaining personalized responses basis the customer loyalty and past behaviours is in scope.	Details shall be shared with selected bidder.

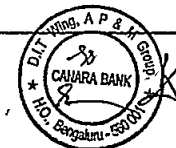


Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
117	9	<u>9. Scope of Work:</u>	NA	<p>Bidder wants to check if the Role-Based Interfaces are in scope. Typically Banks look at different personnel on the team required to assess the data differently. The platform needs to provide specific role-based dashboards and data to various people on the team to increase efficiency.</p> <p>Also the Bidder wants to check if the platform should have workflows to auto-assign tickets to agents based on the keywords/sentiments/teams or any criteria determined by the bank.</p>	Details shall be shared with selected bidder.
118	9	<u>9. Scope of Work:</u>	NA	<p>Bidder wants to check if the Real-time alerts are in scope. Typically these type of alerts help the Bank in providing Real-time system generated alerts to monitor the digital ecosystem and manage crisis situation effectively. The best practice is that these alerts should be completely configurable.</p>	Details shall be shared with selected bidder.
119	9	<u>9. Scope of Work:</u>	NA	<p>Bidder wants to check if the Social Scheduling is in the scope. The social scheduling allows scheduling social media posts and also provide approval systems for the content to enable a maker/checker model.</p>	Details shall be shared with selected bidder.
120	9	<u>9. Scope of Work:</u>	NA	<p>Bidder wants to check if the User Content Management (ie the platform should enable user content management to allow for tagging/labelling of user content which should be searchable and can eventually be used for content-led marketing) in scope</p>	Details shall be shared with selected bidder.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
121	9	<u>9. Scope of Work:</u>	NA	Bidder wants to check if enabling proactive and reactive communication strategy that includes thought Leadership, lead Generation, Curating Media & creatives, Identifying & Engaging Brand Ambassadors, Expectation Management, etc are in scope	Bidder to go through the Scope of Work in RFP which is self-explanatory.
122	9	<u>9. Scope of Work:</u>	NA	<p>Bidder wants to check if the ticketing capability is in scope. The ticketing capability includes:</p> <ul style="list-style-type: none"> •Displaying Existing CRM Ticket ID in the tool •Permalink for the Existing CRM Ticket ID •Availability of Existing CRM form •Existing CRM Ticket Id column should be available in the excel downloads •Ticket ID in Existing CRM Ticket creation API •Existing CRM Ticket ID Reporting •Updating Existing CRM Ticket ID status on the tool •Auto Ticketing for SRT 	Bidder to go through the Scope of Work in RFP which is self-explanatory.
123	9	<u>6. Participation Methodology</u>	NA	We request you to kindly consider a consortium between Two/ Three companies to fulfil the requirements of the tender . The lead member shall be responsible for the delivery but other members of the consortium can have their specific deliverables basis the consortium agreement and capabilities. The OEM can also be made a part of the consortium to ensure accountability .	Bidder has to comply with RFP terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
124	9	<u>9. Scope of Work</u>	NA	<p>Request clarification on the deployment of the following tools :</p> <ol style="list-style-type: none"> 1. Social Media Management tool 2. Social Listening and monitoring Solution 3. Online Response and Reputation Management Solution 4. Social Media Analytics tool <p>Please clarify whether the Hardware, Internet and Infrastructure will be provided by the client for the same . (Servers, Networking Hardware, Server Racks , Server Rooms etc.)</p>	The selected bidder to deploy the solution on Cloud and the Cloud Infrastructure has to be in the name of the Bank.
125	NA	NA	Payment Terms	<p>Bidder requests the Bank to consider milestone linked payments:</p> <p>at the time of PO- 50%</p> <p>at the UAT completion - 25%</p> <p>at the go live - 25%</p>	Bidder has to comply with RFP terms.
126	NA	NA	Payment Terms	<p>Bidder requests that the payment on HW to be 100% on delivery</p>	Bidder has to comply with RFP terms.
127	NA	NA	Payment Terms	<p>Bidder requests that the payment of ATS is 100% yearly in advance</p>	Bidder has to comply with RFP terms.
128	NA	NA	Go-live	<p>We suggest you add the clause for the services (atleast a few modules) to go-live within 7 days of acceptance of order by the vendor. With no binding, the vendors could take a few months to go-live & only during this process would they start developing the tool</p>	Bidder has to comply with RFP terms.
129	NA	NA		<p>Is the pitch or plan needs to be shared along with the bid submission or that will be submitted separately post selection of L1 vendors.</p>	There will be technical evaluation after bid submission and all eligible bidders shall be given opportunity to present their ideas.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank


Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
130	NA	NA		Will there be a scheduled pitch presentation with the eligible bidders or it is only restricted to sharing the plan/pitch.	There will be technical evaluation after bid submission and all eligible bidders shall be given opportunity to present their ideas.
131	NA	NA		Is there any on-site requirement to execute this project?	1 on-site resource to be provided for response management during business hours (10:00 AM-07:00PM) on all Bank business days.
132	NA	NA		For any out-station travel, will it be reimburse by the client or that needs to account in our commercial bid?	Bidder to bear the expenses.
133	NA	NA		SPOC from Canara bank will be based out of Bangalore or some other place?	Yes, M&RR Wing, Head Office.
134	NA	NA	EMD	It is mentioned in your RFP that service provider has to provide EMD of INR 20,00,000, as we are registered under MSME and we can provide the proof documents, we would like to know if we are still need to submit EMD of INR 20,00,000	Kindly refer Clause no. 37.1.5 which is self-explanatory.
135	NA	NA		What is the Turn Over Limit you expect from the companies for bidding	Kindly refer Annexure-3 of the RFP.
136	NA	NA	NA	No of concurrent users for social media analytics.	The solution would have one super user (web comm, M&RR Wing) and 2 users per Wing. We have approximately 24 Wings.
137	NA	NA	NA	Where the s/w for social media analytics to be deployed on bank's data center or the infrastructure to be provided by us	Bidder to deploy the solution on cloud and the cloud has to be in the name of the Bank.
138	NA	NA	NA	Can all the technologies used could be open source	Bidder to comply with Bank's security policy.
139	NA	NA	NA	Volume of the data or the no of messages to be delt with per month or year(A rough figure to be given by the bank)	Kindly refer Clause no. 9.1.4 which is self-explanatory.



Pre-Bid Queries and Replies for RFP 07-2018-19 dated 09-08-2018 for Selection of Service Provider for Social Media Services in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
140	NA	NA	NA	25 resources(manpower) to be deployed onsite or offsite the bank. Please specify the skills and experience required for these resources	Bidder should have an internal team of 25 in social media services. Bidder to deploy only one on-site resource.
141	NA	NA	NA	This is a request to kindly include the following for EMD waiver : <ul style="list-style-type: none"> • Companies founded and run by Women Entrepreneurs • For Start-ups recognised by Start-up India/Standup India by Shri Modiji 	Clause suggested by the Bidder is not acceptable. Bidder has to comply with RFP Terms.

Date: 23/08/2018
Place: Bengaluru


 Deputy General Manager
