

Sl. No.	Document/Annexure Name	Gem Bid Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Annexure -10 Technical Evaluation Parameter	Table A: Criteria: Number of CBS related projects supported in scheduled commercial Banks in India during the last 2 years AND Exposure of having resources involved in working in Flexcube environment or any Industry Standard CBS Product suites during last 2 years. Evaluation Parameters: Project should have CBS as its scope. 1. Marks per Institution/ organization - 1 mark (Max Marks - 5) AND 2. Flexcube Product Suites - 5 marks OR Non Flexcube but exposure to other Core Banking Solutions - 2.5 marks (Max Marks - 5) Documents to be submitted: Documentary evidence of contracts executed. References from customer/SI along with customer contact details are required.	We request you to modify this clause to "Number of helpdesk related projects supported in Institutions / Organizations in India during the last 2 years"	Bidder to comply with Gem bid terms and conditions
2	Annexure -10 Technical Evaluation Parameter	Proof of clients who have engaged resources from bidder firm either Table B: Additional Parameter: Criteria: Exposure of having resources involved in working in any Industry Standard Loan Origination System (LOS) in a scheduled commercial Bank in India during last 2 years. Evaluation Parameters: Industry Standard Loan Origination System (LOS) - 5 marks per Scheduled Commercial Bank in India Documents to be submitted: Proof of clients who have engaged resources from bidder firm either directly or through SI for working in such platforms should be provided. Should clearly specify the Loan Origination System (LOS) being used.	We request you to modify this clause to "Industry Standard Loan Origination System (LOS) - 10 Marks for Scheduled commercial Bank in India" (Existing evaluation parameter is 5 marks per Scheduled commercial Bank in India)	Bidder to comply with Gem bid terms and conditions
3	Gem Bid Document :GEM/2022/B/2209220 Date: 26-05-2022	EMD Detail Advisory Bank - HDFC Bank	We request you to consider "Advisory Bank - Canara Bank" also.	Bidder to comply with Gem bid terms and conditions



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4	Additional terms and conditions to provide Helpdesk Services for Core-Banking-Solution and Allied Applications in Canara Bank for the period of Three (3) years.	9. Acceptance of Resources Bank will evaluate the deployed resources. If Bank is not satisfied with the performance of the resources and/or bidder has deployed un-experience resources, Bidder has to immediately replace the resource/agent with a qualified and experienced resource/s.	Replacement of resources immediately may not be possible. Time of 30 days may be permitted to replace the resource	Clause mentioned in the Query pertains to Acceptance of Resources during Onboarding. However, if the Bank is not satisfied with performance of an existing resource it may ask the selected Bidder to replace the same, duly providing 1 Month's time.
5	Additional terms and conditions to provide Helpdesk Services for Core-Banking-Solution and Allied Applications in Canara Bank for the period of Three (3) years.	10. Deploying Resources for Help Desk 10.2. Bidder should ensure deployment of Resources within 1 month from the date of acceptance of the order (or the date specified by the Bank) to the address given in the purchase order/sent separately through email.	As the number of resources to be provided is 100. Hence the deployment of resources within 1 month may be difficult. This clause has to be modified as within 2 months for deployment	The GEM bid clause is modified as under: 10. Deploying Resources for Help Desk 10.2. Bidder should ensure deployment of Resources within 1 month from the date of acceptance of the order (or the date specified by Bank beyond 1 Month at the discretion of Bank) to the address given in the purchase order/sent separately through email.
6	Additional terms and conditions to provide Helpdesk Services for Core-Banking-Solution and Allied Applications in Canara Bank for the period of Three (3) years.	13. Penalties/Liquidated Damages 13.1. In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty as per the below matrix. 90 % and above No Penalty 85 % and above & less than 90 % - 0.5% of the total monthly Billing for the respective month on each instance. 80 % and above & less than 85 % - 1% of the total monthly Billing for the respective month on each instance. 75 % and above & less than 80 % - 1.5% of the total monthly Billing for the respective month on each instance. <75 % - 2 % of the total monthly Billing for the respective month on each instance. If a resource is absent for more than 1 week and if no replacement is provided - 5 % monthly billing of that resource will be levied for each instance of 1 week or part thereof.	This clause is duplication of Clause 1 to 5 under point No. 13.1. Hence this may be deleted	The GEM bid clause is modified as under: 13. Penalties/Liquidated Damages 13.1. In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty as per the below matrix. 90 % and above No Penalty 85 % and above & less than 90 % - 0.5% of the total monthly Billing for the respective month on each instance. 80 % and above & less than 85 % - 1% of the total monthly Billing for the respective month on each instance. 75 % and above & less than 80 % - 1.5% of the total monthly Billing for the respective month on each instance. <75 % - 2 % of the total monthly Billing for the respective month on each instance. If a resource is absent for more than 1 week and if no replacement is provided - 5 % monthly billing of that resource will be levied for each instance of 1 week or part thereof.
7	Additional terms and conditions to provide Helpdesk Services for Core-Banking-Solution and Allied Applications in Canara Bank for the period of Three (3) years.	13. Penalties/Liquidated Damages 13.2. However, total penalty under this clause will be limited to 20% (Plus GST) of the payment to be made to the vendor for an year (Exclusive of GST) payable for Resident Resource charges for that quarter.	This clause require clarity. However Total penalty of 20% is very high, which may be limited to 3% of the payment to be made to the vendor for an year payable.	Bidder to comply with GEM bid terms and conditions
8	Additional terms and conditions to provide Helpdesk Services for Core-Banking-Solution and Allied Applications in Canara Bank for the period of Three (3) years.	13. Penalties/Liquidated Damages 13.10. All the above LDs are independent of each other and are applicable separately and concurrently. LD is not applicable for the reasons attributable to the Bank and Force Majeure.	Covid 19 pandemic may be included in Force Majeure clause	Any update in Force Majeure condition will be in accordance with guidelines and SOPs issued by the concerned Government authorities from time to time.



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9	Additional terms and conditions to provide Helpdesk Services for Core-Banking-Solution and Allied Applications in Canara Bank for the period of Three (3) years.	38. Force Majeure 38.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.	Any Pandemic/Epidemic words may be included in Force Majeure clause	Any update in Force Majeure condition will be in accordance with guidelines and SOPs issued by the concerned Government authorities from time to time.
10	Annexure-1 Scope of Work	B. Bidder's Responsibility: 18. Resignation and New Resource Onboarding Resource to serve 1-month notice period before quitting. If not, penalty equivalent to 1 month's salary of the resource needs to be levied by the Bank from the Bidder. Bidder should ensure that attrition in the project is kept to minimum.	This clause may be deleted as there is penalty for non providing the full resources as per penalty clause.	The Gem Bid clause is modified as under: B. Bidder's Responsibility: 18. Resignation and New Resource Onboarding Resource to serve 1-month notice period before quitting. If not, penalty equivalent to 15 days salary of the resource needs to be levied by the Bank from the Bidder. Bidder should ensure that attrition in the project is kept to minimum.
11	Annexure-1 Scope of Work	B. Bidder's Responsibility: 21. Help Desk Management Process Help desk would need to be setup at the Banks' premises on all days between 8 AM till End of Day of the last branch and other related day end activities. Working hours need to be divided in shifts based on Business. Bank may also call the resource on Holiday/Non-Working hours as per Business requirements.	Working on Holiday/Non Working hour, Bank has to substitute with Compensatory off or overtime charges as per the agreed normal commercials per resource	In case resources are required to work on any National Holiday/Sunday or 2nd and 4th Sunday, Bank will allow the Bidder to compensate the concerned resource by taking Comp Off within 15 days as per the schedule decided by the Bank.
12	Annexure-1 Scope of Work	C. Eligibility Criteria for Resources • Application Support Engineer 1. Should have completed Degree from any recognized College/University duly approved by AICTE/UGC or should have completed Diploma in Computer Science from any Polytechnic recognized by the Government. 2. Candidate should have a minimum experience of 3 months as an Application Support Agent in supporting any support project in Scheduled Commercial Bank. Alternatively, should have a minimum experience of 3 months in SQL Development/Administration in a reputed IT firm preferably for a project in BFS domain. 3. Certification in SQL from any reputed Institute is preferred.	Please clarify the definition of reputed IT firm.	Any IT firm having more than 20 resources working on IT projects.



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13	Annexure-5 Pre-Qualification Criteria	Criteria The bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020 Documents to be submitted for Compliance Certificate of local content to be submitted as per Annexure-6 or Annexure-7 as applicable.	Please Clarify whether Annexure-6 is sufficient for this Tender as this is only providing service support.	Bidder to comply with GeM bid terms and conditions
14	Annexure -10 Technical Evaluation Parameter	Table A: Criteria: Number of CBS related projects supported in scheduled commercial Banks in India during the last 2 years AND Exposure of having resources involved in working in Flexcube environment or any Industry Standard CBS Product suites during last 2 years. Evaluation Parameters: Project should have CBS as its scope. 1. Marks per institution/ organization - 1 mark (Max Marks - 5) AND 2. Flexcube Product Suites - 5 marks OR Non Flexcube but exposure to other Core Banking Solutions - 2.5 marks (Max Marks - 5) Documents to be submitted: Documentary evidence of contracts executed. References from customer/SI along with customer contact details are required. <i>Proof of clients who have engaged resources from bidder firm either</i>	Please clarify the CBS related projects for better understanding	Project should Have Helpdesk related activities for Core Banking Solution as a part of its scope.



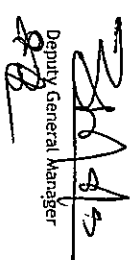
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15	Annexure -10 Technical Evaluation Parameter	Table A: Criteria: Number of resources from Bidder who are engaged in providing Helpdesk services in CBS or allied applications in a scheduled commercial Bank in India during the last 2 years. Evaluation Parameters: 1. More than or equal to 40 resources - 15 Marks 2. More than or equal to 30 resources and less than 40 resources- 10 marks 3. More than or equal to 20 resources and less than 30 resources- 5 marks 4. More than or equal to 10 resources and Less than 20 resources- 3 marks Documents to be submitted: Proof of clients who have engaged resources from bidder firm either directly or through SI for working in such platforms should be provided. Documentary evidence of contracts executed.	Requested to modify this Clause 1. More than or equal to 40 resources to 30 resources in the clause of 15 marks category.	Bidder to refer Amendment for modified clause.
16	General	Providing the LAPTOPs to the resources during the work from home if arised.	Whether LAPTOPs will be provided to the resources during the work from home if arised.	Work from Home is generally not permitted. In Case Bank decides to allow Work from Home at any point of time, no Laptops shall be provided.
17	General	2 days leave has to be allowed per resource per month for billing	Requested to accommodate the same	Bidder to comply with Gem bid terms and conditions. Bidder to manage leaves of deployed resources since it is TEM project.
18	Additional terms and conditions to provide Helpdesk Services for Core-Banking-Solution and Allied Applications in Canara Bank for the period of Three (3) years.	4. Requirement details 4.3. The Bank reserves the right to continue/renew/terminate any of the above services at the discretion of the Bank and shall terminate the services by giving 30 days' notice period to the bidder.	The renewal would be on revised commercials mutually agreed with Bank	Bidder to comply with Gem bid terms and conditions
19	Additional terms and conditions to provide Helpdesk Services for Core-Banking-Solution and Allied Applications in Canara Bank for the period of Three (3) years.	10. Deploying Resources for Help Desk 10.2. Bidder should ensure deployment of Resources within 1 month from the date of acceptance of the order (or the date specified by the Bank) to the address given in the purchase order/sent separately through email.	Considering the notice period , onboarding and training of the resource post receipt of PO , Request Bank to consider the timelines of resource deployment to 3 months . Address of the resource deployment is required to plan the resource recruitment .	The Gem bid clause is modified as under: 10. Deploying Resources for Help Desk 10.2. Bidder should ensure deployment of Resources within 1 month from the date of acceptance of the order (or the date specified by Bank beyond 1 Month at the discretion of Bank) to the address given in the purchase order/sent separately through email.
20	Additional terms and conditions to provide Helpdesk Services for Core-Banking-Solution and Allied Applications in Canara Bank for the period of Three (3) years.	13. Penalties/Liquidated Damages 13.10. All the above LDs are independent of each other and are applicable separately and concurrently. LD is not applicable for the reasons attributable to the Bank and Force Majeure.	Request Bank to limit the total penalty linked to performance to 20% of the amount payable for the service .	Bidder to comply with Gem bid terms and conditions

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21	Additional terms and conditions to provide Helpdesk Services for Core-Banking-Solution and Allied Applications in Canara Bank for the period of Three (3) years.	25. Order Cancellation/Termination of Contract 25.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services	Request Bank to include curing period of 30 days for rectifying the discrepancies prior to issuance of termination notice	Bidder to comply with GEM bid terms and conditions
22	Annexure-1 Scope of Work	B. Bidder's Responsibility: 1. The Help Desk services have to be provided from 8 AM till branch batch closure of all branches across shifts on all Bank Working days nationally. Services also to be provided in case of planned outages as and when required like Disaster Recovery Drill etc., planned during Sundays / 2nd and 4th Saturdays / National holidays.	confirm on the batch closure time	Branch Batch Closure timing is driven by multiple factors and may vary day to day.
23	Annexure-1 Scope of Work	B. Bidder's Responsibility: 11. The Bidder needs to provide 15 days training to screened agents prior to their On Boarding. The training should cover Banking Domain knowledge specific to Canara Bank including various modules and functionality. Training should also serve as refresher for the SQL routines used in day-to-day working of Helpdesk. Cost incurred for the training is to be borne completely by Bidder only. Candidate needs to be in possession of the Training Certificate at the time of On boarding. Training Curriculum needs to be inline with specification in the GEM Bid. Bank at its discretion may waive off the training requirement for agents who are currently working in the Helpdesk and are having satisfactory performance. Training given to current Agents should be given duly ensuring that support to Branches is not hampered. All replacements joining the project should be provided the training prior to onboarding.	Request Bank to provide the training Curriculum	Shall be shared with selected bidder.
24	Annexure-1 Scope of Work	B. Bidder's Responsibility: 21. Help Desk Management Process Help desk would need to be setup at the Banks' premises on all days between 8 AM till End of Day of the last branch and other related day end activities. Working hours need to be divided in shifts based on Business. Bank may also call the resource on Holiday/Non-Working hours as per Business requirements.	Bank to provide infrastructure (Seating , real estate,computers,connectivity and other assets required including the permissions for operating the help desk services	Bidder to refer Clause 1 of Annexure 1, Scope of Work and comply with GEM bid terms and conditions.



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25	Annexure -10 Technical Evaluation Parameter	Table A: Criteria: Number of CBS related projects supported in scheduled commercial Banks in India during the last 2 years AND Exposure of having resources involved in working in Flexcube environment or any Industry Standard CBS Product suites during last 2 years. Evaluation Parameters: Project should have CBS as its scope. 1. Marks per Institution/ organization - 1 mark (Max Marks - 5) AND 2. Flexcube Product Suites - 5 marks OR Non Flexcube but exposure to other Core Banking Solutions - 2.5 marks (Max Marks - 5) Documents to be submitted: Documentary evidence of contracts executed. References from customer/SI along with customer contact details are required.	Request Bank to consider references/experiences of projects done in Pvt & Small Finance Banks	Bidder to comply with Gem bid terms and conditions
26	Annexure-11 Bill of Material	Proof of clients who have engaged resources from bidder firm either Charges for Helpdesk Resources 1. Cost of Help Desk Agent/Resources including management fee - 92 Agents 2. Cost of onsite supervisor including management fee - 8 Supervisors	Bank to confirm whether the mentioned quantity Agent -92 & Supervisor - 8 is for 1 shift or 2 shifts .	Requirement given is in Toto and will be deployed across multiple shifts as per Business Requirements
27	Annexure-1 Scope of Work	B. Bidder's Responsibility: 25. The Bidder should establish and maintain recording, storing and retrieval of information to assist in the resolution of problems. Bidder should also prepare manual /FAQs for frequently occurring issues to be provided to users and reduce TAT.	Bank to clarify on the details of recording tool presently used by Bank or whether the bidder has to provide the tool .	Bank is using its in house Case Management and Ticketing Tool.

Place: Bengaluru
Date: 16/06/2022


Deputy General Manager

