Replies to Prebid Queries for GeM Bid ref no. GEM/2022/B/2159948 dated 07/05/2022 for Procurement of End to End Mutual Fund solution in Canara Bank for 5 years

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Annexure -11 Technical Evaluation Criteria	Self -Certification certified by company secretary.	In case of non-availability of company secretary it will be certified by relevant authority or any other process?	Either company Secretary or Authorized signatory may self-certify
2	Annexure -11 Technical Evaluation Criteria	Reference from customer along with customer contact details are required.	Email communication with Customer for production will be ok or customer contact details mandatory.	Bidder to comply with GeM bid terms and conditions
3	Buyer added ATC 11.Security	11.2 The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.	How we will access Bank API for integration.	The point being referred to here is for connectivity to the system for support purposes. The support has to be provided on-site and PCs and relevant connectivity for the same will be provided by the Bank from Bank's premises. Remote connectivity shall not be provided to support resources. Relevant Bank APIs to be exposed, if any, may be discussed and mutually finalized with the selected bidder during implementation
4	Annexure -11 Technical Evaluation Criteria	3. Industry Experience in BFSI/Capital Market domains	Request to bank to considere PO or Go- Live certificate from customer as experience certificate of vendor	Bidder to comply with GeM bid terms and conditions
5	Annexure-1 Scope of Work	T. Solution hosted in the cloud: 13. The cloud infrastructure should be scalable to meet any incremental requirement.	Request to provide the data as per format in sheet 2. This would help us to analyse sizing of the infrastructure.	The details will be shared with the selected bidder.
6	NA	NA	Does the proposal needs to include cloud infrastructure and running per year cost?	Bidder to refer Annexure-12 Bill of Material.
7	NA	NA	Is the Bank looking for outsourced model or license basis model?	Bidder to refer Annexure-12 Bill of Material.
8	NA	NA	Who will be managing the day to day operation of platform?	Bidder to comply with GeM bid terms and conditions
9	NA	NA	Is the requirement for customers who are currently not Canara Bank customer? (As requirement is for eNACH integration)	The solution should support all eligible customer types.
10	NA	NA	How the pricing needs to be modeled ?	Bidder to refer Annexure-12 Bill of Material.
11	NA	NA	No component on Advance Payment?	Bidder to comply with GeM bid terms and conditions
12	NA	NA	Payment of 25k in GEM portal	Bidder to comply with GeM bid terms and conditions
13	NA	NA	PBG withdrawal period	Bidder to comply with GeM bid terms and conditions
14	NA	NA	8.2. The proposed services will be hosted on cloud platform: Will it be private cloud? Whether bank will provide the same or how? Will Infra as Service mode will be allowed (IaaS).	Bidder has to provide the cloud platform (private or public). IaaS is not allowed since the cloud hosting platform and the Mutual Fund solution that will be hosted on the cloud will have to be provided and managed by the selected bidder. Bank shall be paying the bidder as per the Bill of Material rate quoted by the selected bidder
15	NA	NA	Scope of work : Point I: Lead Management Will it be integration with banks centralized lead management software or need to have front end in MF application.	Need to have front-end in the MF application and/or support integration in Lead Management System. The exact point of integration will be decided by the Bank during implementation.
16	NA	NA	Integration with Third Party (multiple points) Who will collaborate with all third parties (CVL,BSE, data provider etc), whether bank will subscribe the services or needs to be considered in overall cost	Need to be considered in overall cost. Bank expects an end-to-end Mutual Fund platform ready to use out-of-the-box to be provided by the selected bidder. Wherever Bank is required to register to avail the services, Bank shall support the bidder to gain access. Post that, bidder should manage the integration and the end-solution
17	NA	NA	Scope of work : Point N: Market data feed aggregator Any specific aggregator or bank is open to integrate with aggregator proposed by us	Bank is open to any aggregator feed as long as it complies with the scope of work mentioned in GeM bid.

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Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
18	Annexure-1 Scope of Work	Q. Interface for customers 2. Mobile: Mobile application (Android & iOS) would have to be developed which would be an extension of the client portal with a simple, intuitive interface. SDK for integration with Existing Mobile Banking application of the Bank also to be made available.	Scope of work : Point Q : 2. Mobile: Mobile application (Android & iOS) would have to be developed which would be an extension of the client portal with a simple, intuitive interface. SDK for integration with Existing Mobile Banking application of the Bank also to be made available Will the hybrid model supported, where MF application will be integrated in bank's mobile app web view or separate SDKs are required.	For mobile banking integration an SDK has to be provided by the Bidder. For Tab Banking, a separate app to be provided which will be used by Marketing Officers to transact/service on behalf of walk-in customers in the Branch.
19	Annexure-1 Scope of Work	E. Revenue Management and Commission/Brokerage Calculation Module 4. It should have integration support for Bank's Business Analytics platforms like Tableau, PowerBI, etc. for enabling predictive analytics, user behaviour and purchase/redeem pattern recognition.	Scope of Work : Point 9 : It should have integration support for Bank's Business Analytics platforms like Tableau, PowerBI, etc. for enabling predictive analytics, user behaviour and purchase/redeem pattern recognition. Will it be API based integration?	Yes we expect API based integrations.
20	Annexure -11 Technical Evaluation Criteria	3. Industry Experience in BFSI/Capital Market domains	Request to bank to considere PO or Go- Live certificate from customer as experience certificate of vendor	Bidder may submit PO or Go- Live certificate from the customer as experience certificate of the vendor
21	Annexure-1 Scope of Work	T. Solution hosted in the cloud: 13. The cloud infrastructure should be scalable to meet any incremental requirement.	Request to provide the data as per format in sheet 2. This would help us to analyse sizing of the infrastructure.	The details will be shared with the selected bidder.
22	GeM Bid document- GEM/2022/B/2159948-Page 1	Bid submission due date: 30th May 2022 by 3:00pm	Request Canara Bank to allow for 14 working days post issue of pre-bid clarifications to submit the final bid documents	Bidder to comply with GeM bid terms and conditions
23	GeM Bid document- GEM/2022/B/2159948- Page 1	Bid to RA enabled: No	Request Canara Bank to provide clarity on this point	Bidder to comply with GeM bid terms and conditions
24	GeM Bid document- GEM/2022/B/2159948- Page 1	Total value wise evaluation	Request Canara Bank to provide clarity on the evaluation method to be followed	Bidder to comply with GeM bid terms and conditions
25	GeM Bid document- GEM/2022/B/2159948 -Clause 4-Page 2	Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.	Request Canara Bank to include solutions offered to private banks/ private entities to be included as part of the experience criteria.	Bidder to comply with GeM bid terms and conditions
26	GeM Bid document- GEM/2022/B/2159948-Clause 7-Page 3	Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.	Request Canara Bank to include solutions offered to private banks/ private entities to be included as part of the past performance criteria.	Bidder to comply with GeM bid terms and conditions
27	GeM Bid document- GEM/2022/B/2159948-Clause 11- Pg no 5	For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: • Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed. • Execution certificate by client with order value. Any other document in support of order execution like Third Party Inspection release note, etc.	Request Canara Bank to consider Purchase order/email confirmation and executed agreement as valid proof of experience criteria. The same shall also be validated with an CA certificate indicating payment of services rendered.	Bidder to comply with GeM bid terms and conditions

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Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
28	Buyer added ATC 22. Sub-contracting	22.1 Principle bidder only can participate and bidder should not sub-contract to any other company/firm/trust. After selection process of the bidder and order placement, resources deployed should be employed with the selected bidder and they should be on the payroll of the selected bidder.	Request Canara Bank to allow sub-contracting of parts of the contract. CRISIL is a leading provider of transparent ratings, benchmarks, analytics and data to capital and commodity markets and shall engage the services of an appropriate FinTech partner for specific technology/ operations related aspects of the proposed scope of work. The details of extent of works to be sub-contracted will be shared at the time of bid submission.	Bidder to comply with GeM bid terms and conditions
29	Annexure 1: pg 28-35 and Annexure 2: pg 36-43		Request Canara Bank to clarify the difference between Annexures 1 and 2	Scope of Work and Technical Requirements are same.
30	Annexure-2 Sl no. C: Portfolio Management Tool, point 2	This tool should be able to provide a dashboard view of various asset classes including but not limited the following: Mutual Funds.	Request Canara Bank to provide clarity on other asset classes for which the proposed solution may be used	Only Mutual Fund asset classes dashboard to be provided.
31	Annexure-2 Technical Requirements	C: Portfolio Management Tool 4. Client features: Ability to generate / publish / distribute statements via pull (on request) and push (at set frequencies) for RMs and customers via print / email, Batch Printing, Third party interfaces, Account Search, Graph/Report Publishing Support, Advanced Report Filters/Display, Report Disclaimers, Logo on Reports, Management Fee Calculations/Report, Executive Summary Report, Invoice Report.	Request Canara Bank to provide clarity on the nature of integration envisaged with the bank's internal systems	Kindly refer scope of work section of the bid document for the interfaces required
32	Annexure-2 Technical Requirements	F: Trade Execution 2. The tool should be able to accept orders (trades) and route these to the distribution tool for further routing to product manufacturer through RTAs or exchange (like BSE STAR/ NSE/ MFU or any other exchange).	Request Canara Bank to confirm if the list is all inclusive. Is integration required with all the platforms?	Any one platform is fine and as long as it complies with the scope of work and other GeM bid terms
33	Annexure-2 Technical Requirements	F: Trade Execution 8. Capable of SIP debits - with various durations like Monthly, quarterly, etc. only through Canara Bank's account of the customer. Platform should facilitate and store the registered account of the customer and allow all future debits from this registered account only. Creation of SIP debits should also support NACH e-mandate registration option	Request Canara Bank to provide clarity on whether the NACH e-mandate registration will be provided by NSE/ MFU / BSE Star	Any one platform is fine and as long as it complies with the scope of work and other GeM bid terms
34	Annexure-2 Technical Requirements	F: Trade Execution 10. Capability of CVL-KRA integration for the customer KYC based on customer PAN number	Request Canara Bank to clarify if it requires integration with NSDL or will it be taken care by NSE/ MFU / BSE Star	All integrations to be taken care of by the bidder so as to comply with the Scope of Work
35	Annexure-2 Technical Requirements	I: Lead Management	Request Canara Bank to clarify if the proposed solution will feed on customer data with bank or will it be required to maintain customer data independently	It has to maintain customer data and also interface with the Bank systems for any data/transaction related integrations
36	Annexure-2 Technical Requirements	L: Security Module 1. This tool should permit administration of the banks security practices, policies and controls on the wealth management platform	Request Canara Bank to provide clarification on bank security practices	The exact details on security shall be shared with the selected bidder.
37	Annexure-2 Technical Requirements	We hereby comply with each point of the above Technical requirements without any deviations.	Request Canara Bank to allow for participation in bid if large part of the scope of work can be made available in the proposed solution	Bidder to comply with GeM bid terms and conditions

Date: 23/05/2022
Place: Bangalore

Deputy General Manager

D.I.T. Wing, Procurement Group
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