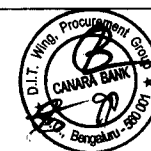


**Replies to Prebid Queries for EOI 01/2020-21 dated 21/07/2020 for Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank**

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	<u>Bid Details in Brief Description</u>	10. Last Date and Time for Submission of Bids	We request you to accept online submission of the bid. Most public sector clients have now started online bid submission process to reduce risks of COVID transmission. (i) Tender cost can be transferred via NEFT (ii) POA and the bid document can be taken via soft copy.	Bidder to refer Amendment-2 to the EOI.
2	2	<u>Bid Details in Brief Description</u>	10. Last Date and Time for Submission of Bids	Requesting you to provide 3 weeks post query clarification response from Bank for submitting the bid.	Bidder to comply with EOI terms.
3	2	<u>Bid Details in Brief Description</u>	10. Last Date and Time for Submission of Bids	Given the criticality of this engagement, we request for at least three weeks' time from date of release of pre-bid queries to allow us to submit a high-quality proposal.	Bidder to comply with EOI terms.
4	7	<u>4. Objective</u>	4.1. Canara Bank invites application from reputed Bidders to submit their "Expression of Interest" who fulfills the eligibility criteria as given below for empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank.	We request the Bank to share a detailed vision for a Digital Transformation to better tailor our response. Has the bank finalised that the scope of this empanelment is to only set up a Digital Customer Experience Center or broader. We would recommend that the scope should cover the journey to help the bank to develop a roadmap to become a digital bank.	Detailed scope will be shared with empanelled consultant
5	7	<u>4. Objective</u>	4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in IT consultancy services in PSU/BFSI sector may respond.	We request that this clause be amended to " The bidder satisfying the Eligibility Criteria as per the EOI and having experience in Business/Digital/IT Consultancy Services in PSU/BFSI services may respond ". Since all digital programs need to have a business case which drives accountability for the digital program.	Bidder to comply with EOI terms.
6	8	<u>6. Tender Fee and Earnest Money Deposit</u>	6.1. Tender Fee	We request you to accept the payment through NEFT as requested in above query.	Bidder to refer Amendment-2 to the EOI.
7	8	<u>6. Tender Fee and Earnest Money Deposit</u>	6.2. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:	We request you to accept the EMD through RTGS considering the current pandemic situation	Bidder to refer Amendment-2 to the EOI.
8	8	<u>6. Tender Fee and Earnest Money Deposit</u>	6.2. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD  6.2.4. The EMD may be forfeited/ Bank Guarantee may be invoked, if the bidder withdraws or amends the bid during the period of bid validity which is six months from the date of Expression of Interest or date of finalization of the empanelment whichever is later.	We request relaxation of the clause for EMD forfeiture	Bidder to comply with EOI terms.
9	8	<u>7. Scope of Empanelment</u>		Request you to clarify on the scope of empanelment - Will the scope of work be limited to the areas mentioned in the Section 10?	Detailed scope will be shared with empanelled consultant
10	8	<u>7. Scope of Empanelment</u>		Request you to clarify on the scope of empanelment - Will the projects be limited under the ambit of C-DiCE or crossfunctional projects will also be covered as part of the RFPs?	Section-10 talks about the scope in brief. Detailed scope will be shared to the empanelled consultants.



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Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
11	9	<u>7. Scope of Empanelment</u>	7.3. During Empanelment period, Bank will float limited tenders/RFP amongst the qualified empaneled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and scope of work. Such limited tenders shall be floated by Bank.	Considering the clause, our understanding is that the bidder is expected to showcase the eligibility, experience and expertise related to Scope of Work highlighted in Section 10. (covered in page 9 & 10 of the RFP). The bank does not expect the Bidder to provide a proposal on the execution of the Scope of Work or a work plan, since separate detailed RFPs will be provided to the empanelled bidders. Please confirm.	Section-10 talks about the scope in brief. Detailed scope will be shared to the empanelled consultants.
12	9	<u>7. Scope of Empanelment</u>	7.3. During Empanelment period, Bank will float limited tenders/RFP amongst the qualified empaneled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and scope of work. Such limited tenders shall be floated by Bank.	As the bank is looking to work with multiple vendors during the empanelment period,  Please explain the basis of evaluation criteria for the empanelment period, whether the evaluation would be on techno-commercial scoring or on the basis of agreed rate card.	Bidder to refer Clause no. 19 of the EOI.
13	9	<u>8. Empanelment Procedure</u>		Request you to elaborate on the evaluation mechanism during EOI and RFP stage	Bidder to refer Clause no. 19 of the EOI. In addition to the checklists mentioned in EOI, Bank will call for presentation as per clause no. 8 of EOI.
14	9	<u>8. Empanelment Procedure</u>	8.2. All the shortlisted intending bidders have to make a presentation before a panel of Bank Officials. The date of presentation shall be intimated to the short listed bidders in advance.	The current document provides very limited information on the areas to be covered as part of the presentation. We would request you to kindly clarify the following with regards to the presentation:- 1) Can you please highlight the areas to be covered as part of the Presentation 2) Duration of the Presentation 3) Mode of delivery of the Presentation: Can the Bank kindly consider Virtual Presentation as some of our SMEs are spread across multiple locations in the country	1. The areas will be limited to Section10 and the documents submitted for various Annexures as per EOI. 2. The duration will be approximately One Hour 3. Will be intimated at a later stage. However Bank may consider Virtual Presentation.
15	9	<u>8. Empanelment Procedure</u>	8.3. Based on the documents submitted, the presentations made and the expertise, the panel shall select the consultants for empanelment.	We request you to share specific areas of evaluation/ weightage, if any	The areas will be limited to Section10 and the documents submitted for various Annexures as per EOI.
16	9	<u>9. De-empanelment of bidders</u>	9.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.	We request deletion of the clause for De-empanelment since its completely discretionary.	Bidder to comply with EOI terms.
17	9	<u>9. De-empanelment of bidders</u>	9.3. If the service provided by the selected bidder is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the selected bidder when applying for the tenders, the Bank reserves the right to remove such Bidders from the empaneled list without giving any notice to the vendor in advance.	Request you to provide the vendor written warning for non-performance to improve with a improvement eindow of 30 days. Subsequently in case of no improvement after 30 days, a notice to be given to the vendor to terminate the agreement.	Bidder to comply with EOI terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
18	9	<u>10. Scope of Work of Consultant</u>		We would request the Bank to elaborate and provide background and overall vision / objective behind setting up the Center for Digital Customer Experience (C-DiCE). Further, inputs on aspects such as key business outcomes/objectives, overall capability/competency, structure and size of this team will also be helpful	Section-10 talks about the scope in brief. Detailed scope will be shared to the empanelled consultant/s.
19	9	<u>10. Scope of Work of Consultant</u>		The areas mentioned under this section seems to be a one time assessment, strategy and execution support. Please clarify if the RFPs to the empaneled consultant will be limited to these two projects or more than that	Detailed scope will be shared with empanelled consultant/s.
20	10	<u>10. Scope of Work of Consultant</u>	<u>10.2. Consultancy and Project Management Services for setting up of Digital Customer Experience Center:</u>  10.2.2. Conduct study of existing IT architecture, the associated services of the Bank, various Regulatory guidelines, the existing customer experience and provide inputs on required solutions/processes/Human resources/skill sets/training requirements for setting up of Digital customer experience center.	For such scope, our understanding is that business process re-engineering is part of the scope. Kindly clarify this.  Can the bank elaborate on number of technology solutions that are being considered as part of Center for Digital Customer Experience(C-DiCE)	Detailed scope will be shared with empanelled consultant/s.
21	10	<u>10. Scope of Work of Consultant</u>	<u>10.2. Consultancy and Project Management Services for setting up of Digital Customer Experience Center:</u>  10.2.2. Conduct study of existing IT architecture, the associated services of the Bank, various Regulatory guidelines, the existing customer experience and provide inputs on required solutions/processes/Human resources/skill sets/training requirements for setting up of Digital customer experience center.	Request to clarify if there was any work performed previously on understanding the key issues/ pain points faced by various business and operations teams from the digital perspective?	No.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
22	10	<u>10. Scope of Work of Consultant</u>	<p><b>10.2. Consultancy and Project Management Services for setting up of Digital Customer Experience Center:</b></p> <p><b>10.2.3.</b> To assist Bank in preparing and finalizing the scope of work and technologies/solutions required for setting up digital customer experience center duly taking in to account the risk considerations, feasibility/scalability aspects. To assist Bank in Preparation of RFP covering all the project requirements agreed upon by the Bank including the scope of work.</p>	<p>We would like to highlight that current trend around digital adoption is to adopt bank wide digital transformation and not specifically centered around setting up a digital customer experience centre. We do understand the business imperatives to have a customer experience centre to drive digitization however, it is a concept that has been tried in the Indian banking industry few years back.</p> <p>As banks become part of a larger ecosystem to offer competitive products and services it is imperative to adopt a complete digital transformation to truly become a digital first bank.</p> <p>However, on reading the scope of work, it is understood that the bank is planning to venture into end to end digital transformation by targeting detailed assessment of processes, products, technology landscape, existing digital capabilities of the bank. C-DiCE gives the impression of a centre of excellence that is expected to enable, track, monitor digital transformation across the bank.</p> <p>This highly resonates with the idea of end to end (bank wide) digital transformation. Please conform on this understanding by highlighting the scope and objective of this program.</p>	Bidder to comply with EOI terms.
23	10	<u>10. Scope of Work of Consultant</u>	<p><b>10.2. Consultancy and Project Management Services for setting up of Digital Customer Experience Center:</b></p> <p><b>10.2.3.</b> To assist Bank in preparing and finalizing the scope of work and technologies/solutions required for setting up digital customer experience center duly taking in to account the risk considerations, feasibility/scalability aspects. To assist Bank in Preparation of RFP covering all the project requirements agreed upon by the Bank including the scope of work.</p>	<p>If target is also to build a physical outlet which is a customer experience zone , do you want the empanelled consultant to draft RFPs for the civil vendor as well ?</p>	Details will be shared with the empanelled consultants.



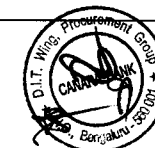
**Replies to Prebid Queries for EOI 01/2020-21 dated 21/07/2020 for Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank**

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
24	10	<u>10. Scope of Work of Consultant</u>	<p><b>10.2. Consultancy and Project Management Services for setting up of Digital Customer Experience Center:</b></p> <p>10.2.3. To assist Bank in preparing and finalizing the scope of work and technologies/solutions required for setting up digital customer experience center duly taking in to account the risk considerations, feasibility/scalability aspects. To assist Bank in Preparation of RFP covering all the project requirements agreed upon by the Bank including the scope of work.</p>	Request to clarify if the scope of work for consultant also includes vendor evaluation and selection for technology/ solution providers for C-DiCE and if the consultant is required to manage the process of vendor demonstrations and technical evaluation score compilation from the Bank teams	Details will be shared with the empanelled consultants.
25	10	<u>10. Scope of Work of Consultant</u>	<p><b>10.2. Consultancy and Project Management Services for setting up of Digital Customer Experience Center:</b></p> <p>10.2.6. Provide end to end assistance to Bank in adopting AI (Artificial Intelligence), ML (Machine Learning), RPA (Robotic process Automations) etc. , in enchanting customer experience of the Bank.</p>	Request to clarify if the bank has defined an estimated number of POCs/use cases to be tested/implemented during the course of the project for emerging technologies like AI, ML and RPA	Details will be shared with the empanelled consultants.
26	10	<u>10. Scope of Work of Consultant</u>	<p><b>10.2. Consultancy and Project Management Services for setting up of Digital Customer Experience Center:</b></p> <p>10.2.7. Assist Bank in engaging the selected Vendor by facilitating bank in drafting and signing of MOU/SLAs and monitoring of SLA/MOU till the completion of the project.</p>	Please confirm if the role of consultant in facilitating bank for drafting and signing of MOU/SLAs will entail end-to-end contract formulation, reviews and negotiations for contract signing	Details will be shared with the empanelled consultants.
27	10	<u>10. Scope of Work of Consultant</u>	<p><b>10.2. Consultancy and Project Management Services for setting up of Digital Customer Experience Center:</b></p> <p>10.2.8. Provide Project Management Services for but not limited to managing and monitoring the implementation of solutions as part of project, their integration, acceptance testing of the implemented solutions, validation of deliverables etc.</p>	Please confirm if services for acceptance testing will also entail creation and testing of use cases by the consultant	Details will be shared with the empanelled consultants.
28	10	<u>10. Scope of Work of Consultant</u>		Request to clarify if the scope of work for the consultant will also entail change management and end-user trainings for technologies/solutions implemented for C-DiCE.	Details will be shared with the empanelled consultants.



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Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
29	10	<u>10. Scope of Work of Consultant</u>	<u>10.3. Information Technology Gap Assessment</u>	Request information on the number of applications constituting the technology landscape for the bank	Details will be shared with the empanelled consultants.
30	11	<u>11. Conflict of Interest</u>	11.1. The consultant shall not receive any remuneration in connection with the assignment except as provided in the contract. The consultant and its affiliates shall not engage in consulting or other activities that conflict with the interest of the employer under the contract.	We request relaxation on following points 1) IT consultant will not be eligible to work in any of the IT projects where consultant has provided their consultancy services 2) The consultant shall not get associated as consultant on any other capacity with any other agency which consultant is appointed as consultant	Bidder to comply with EOI terms.
31	11	<u>11. Conflict of Interest</u>	11.1. The consultant shall not receive any remuneration in connection with the assignment except as provided in the contract. The consultant and its affiliates shall not engage in consulting or other activities that conflict with the interest of the employer under the contract. 11.2. The IT Consultant and any of its affiliates / consortium members will not be eligible to work in any of the projects as IT implementation agency where the consultant has provided their consultancy services.	Request you to define the affiliates and activities with conflict of interest for clarity.	Bidder to comply with EOI terms.
32	11	<u>11. Conflict of Interest</u>		In case the consultant is associated with a bidder for other projects and not related to Canara Bank projects, please confirm that such situations will not create conflict of interest.	Bidder to comply with EOI terms.
33	11	<u>13. Pre-Bid meeting</u>	13.1. A pre-bid meeting of the intending bidders will be held as per schedule specified in the Bid details in brief description to clarify any point/doubt raised by them in respect of this EOI.	Considering the current pandemic situation, request if we could have a virtual meeting over video conferencing	Bidder to refer Amendment-1 to the EOI.
34	11	<u>13. Pre-Bid meeting</u>	13.1. A pre-bid meeting of the intending bidders will be held as per schedule specified in the Bid details in brief description to clarify any point/doubt raised by them in respect of this EOI.	We understand that it is not mandatory for interested bidders to participate in the pre-bid meeting in -person and queries submitted by the bidder would be considered and responded. Kindly clarify	Bidder to refer Amendment-1 to the EOI.
35	11	<u>13. Pre-Bid meeting</u>		Because of the lockdowns and severity of COVID-19, we request you to arrange pre-bid meeting through alternate mode as well	Bidder to refer Amendment-1 to the EOI.
36	12	<u>15. Preparation of Bids</u>	15.1. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structured format as per the checklist appended.	Our understanding is that bidders are not supposed to submit any documentation on the scope as mentioned in Section 10 (Scope of Work of Consultant) as part of the bid submission. Kindly clarify the understanding	Bidder to submit the required documents as per the EOI, wherever mentioned.



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Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
37	12	<u>17. Submission of Bids</u>		Because of the lockdowns and severity of COVID-19 with unreliable support services, we request you to adopt an alternate way of accepting and opening the bid as adopted by other PSUs/ PSBs. We also request you to accept online payment for EMD and Application Fees.	Bidder to refer Amendment-2 to the EOI.
38	13	<u>17. Submission of Bids</u>	17.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.	We would request the bank to kindly consider submission of bid and all other supporting documents through email / any other digital channels / through courier. In line with Government of India and WHO advisory on limiting movement of people to curb the spread of the pandemic (COVID-19), our organisation has put severe restrictions on movement of personnel hence the above request.	Bidder to refer Amendment-2 to the EOI.
39	13	<u>17. Submission of Bids</u>	17.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.	In current situations of worldwide pandemic, physical submission at Bengaluru might be a challenge. Request you to kindly allow email / online submission.	Bidder to refer Amendment-2 to the EOI.
40	13	<u>18. Bid Opening</u>	18.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per schedule specified in the Bid details in brief description.	Considering the current pandemic situation, request if we could have a virtual meeting over video conferencing, thereby allowing for Virtual presence at the time of Bid Opening	Bidder to refer Amendment-2 to the EOI.
41	18	<u>ANNEXURE-1 CHECKLIST</u>	2. Whether EMD / Bank guarantee in lieu of EMD Submitted?  6. Whether ensured that the offer is in sealed envelope and superscribed as Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank, The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.	Please note that Clause 1 and Clause 6 would change basis bank's permission to allow for NEFT/RTGS in lieu of tender fees/EMD ( as requested in query at S No. 2 and 3) and Virtual Submission of Bids ( as requested in Query at S No. 1)	Bidder to refer Amendment-2 to the EOI.
42	19	<u>ANNEXURE-2 Covering Letter Format</u>	We enclose a list of public sector/private sector banks in India (giving their full address of IT department) to whom we consulted for digital customer experience	We specifically request you to include NBFCs, insurance sector and global references	Bidder to refer Amendment-2 to the EOI.
43	19	<u>ANNEXURE-2</u>	<u>Covering Letter Format</u>	"We enclose a list of Public Sector/ Private Sector Banks in India (giving their full addresses of IT Department) to whom we consulted for Digital Customer Experience". Request you to change "Public Sector/ Private Sector Banks" to "BFSI/ PSUs" so as to be in sync with Annexure 3	Bidder to refer Amendment-2 to the EOI.



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Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
44	21	<p><u>ANNEXURE-3</u></p> <p><u>Eligibility Criteria Declaration</u></p> <p><u>Criteria no. 1</u></p>	<p><b>Eligibility Criteria:</b> The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last five years as on EOI date.</p> <p><b>Documents to be submitted along with the EOI</b> Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p>	<p>We are the India branch office of our UK based parent organization and have been operational in India for close to 20 years. We have had engagements with several large Indian PSUs/ govt. agencies - Indian Railways, Ministry of Roads Transport and Highways, IOCL, HPCL, NTPC - with extensive experience in digital transformation. Under the current eligibility clause, Canara Bank requires an Indian incorporated firm, which restricts our participation.</p> <p>In multiple similar procurements across PSUs/ govt. agencies, firms operating in India, even with a branch office, have been allowed to participate. Considering our relevant experience, we request for an opportunity to participate in the current procurement.</p> <p>For the same, we request that the clause be modified to read as-"The Bidder should be a partnership firm registered under LLP Act, 2008/ Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. <b>Overseas establishment will be considered though the company must have a registered India office along with relevant documents for validating/ certifying the registration. Moreover, the bidder should have been in operation for last five years as on EOI date"</b></p>	Bidder to comply with EOI terms.
45	21	<p><u>ANNEXURE-3</u></p> <p><u>Eligibility Criteria Declaration</u></p> <p><u>Criteria no. 2</u></p>	<p><b>Eligibility Criteria:</b> The Bidder should have national presence with minimum experience of 5 years as on the date of EOI as a technical consultant for advisory services for Information Technology Digitalization Experience in BFSI/PSU.</p> <p><b>Documents to be submitted along with the EOI</b> Experience certificate from BFSI/PSU or Assignment letters/order letters, client references. The order copies / certificates should prove that the consultant has experience of 5 years as on the date of EOI.</p>	<p>Given the digitalization is far more prominent in developed countries, we believe the project will benefit from global perspective and experience. Therefore, we request the clause to be changed as:</p> <p>"The Bidder or its Associates should have minimum experience of 5 years as on the date of EOI as a technical consultant for advisory services for Information Technology/ Digitalization experience in BFSI/PSU"</p> <p><b>Where Associate is defined as 'Firms working under a common brand name or network of firm'</b></p>	Bidder to comply with EOI terms.





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Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
46	21	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 2</u>	<u>Eligibility Criteria:</u> The Bidder should have national presence with minimum experience of 5 years as on the date of EOI as a technical consultant for advisory services for Information Technology Digitalization Experience in BFSI/PSU.  <u>Documents to be submitted along with the EOI</u> Experience certificate from BFSI/PSU or Assignment letters/order letters, client references. The order copies / certificates should prove that the consultant has experience of 5 years as on the date of EOI.	Please confirm on the definition of BFSI to include Banking, Financial Services and Insurance sectors	BFSI- Banking Financial Services and Insurance sector.
47	21	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 2</u>	<u>Eligibility Criteria:</u> The Bidder should have national presence with minimum experience of 5 years as on the date of EOI as a technical consultant for advisory services for Information Technology Digitalization Experience in BFSI/PSU.  <u>Documents to be submitted along with the EOI</u> Experience certificate from BFSI/PSU or Assignment letters/order letters, client references. The order copies / certificates should prove that the consultant has experience of 5 years as on the date of EOI.	Engagements with our clients are confidential in nature, and hence, we cannot submit award letters/ other documents mentioned.  May we request that a self-certification of the project credentials from the MD of the Bidder be taken as sufficient for eligibility as well as evaluation.	Bidder to comply with EOI terms.



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Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
48	21	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 3</u>	<u>Eligibility Criteria:</u> The Bidder should have minimum overall turnover of Rs. 300.00 Crores with Rs. 15.00 Crores from Consultancy Services for each year for the last three financial years (i.e. 2017-18, 2018-19 and 2019-20). This must be the individual company turnover and not of any group of companies.  <u>Documents to be submitted along with the EOI</u> Bidder has to submit Balance Sheet for last 3 Years i.e. 2017-18, 2018-19 and 2019-20 (audited/provisional). AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	To ensure bids only from firms of high financial stability, Rs. 125 crore criteria for annual turnover is typical and standard in government contracts.  We request the clause to be modified as: "The Bidder should have minimum overall turnover of <b>Rs. 125Crores with Rs 15 crores from Consultancy Services</b> for each year for the last three financial years (i.e. 2017-18, 2018-19 and 2019-20)."	Bidder to comply with EOI terms.
49	21	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 3</u>	<u>Eligibility Criteria:</u> The Bidder should have minimum overall turnover of Rs. 300.00 Crores with Rs. 15.00 Crores from Consultancy Services for each year for the last three financial years (i.e. 2017-18, 2018-19 and 2019-20). This must be the individual company turnover and not of any group of companies.  <u>Documents to be submitted along with the EOI</u> Bidder has to submit Balance Sheet for last 3 Years i.e. 2017-18, 2018-19 and 2019-20 (audited/provisional). AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	Can the bidder use financials of parent company for qualifying this eligibility criteria, in case not - we request modification of clause as - minimum turnover of 80 Cr. & 15.0 Cr in consultancy services.	Bidder to comply with EOI terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
55	22	<b>ANNEXURE-3</b>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 5</u>	<b>Eligibility Criteria:</b> The Bidder should be a consultant partner for at least 3 turnkey projects for Information Technology/ Digitalization for BFSI/PSU during the last three years from the date of EOI.  <b>Documents to be submitted along with the EOI</b> The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.	We specifically request you to include NBFCs, as the major digitization trends and digital transformation in India has been adopted by the NBFC sector	The EOI clause is modified as under: <b>Eligibility Criteria:</b> The Bidder should be a consultant partner for at least 3 turnkey projects for Information Technology/ Digitalization for BFSI/NBFC during the last three years from the date of EOI.  <b>Documents to be submitted along with the EOI</b> The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.
56	22	<b>ANNEXURE-3</b>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 5</u>	<b>Eligibility Criteria:</b> The Bidder should be a consultant partner for at least 3 turnkey projects for Information Technology/ Digitalization for BFSI/PSU during the last three years from the date of EOI.  <b>Documents to be submitted along with the EOI</b> The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.	Given the digitalization is far more prominent in developed countries, we believe the project will benefit from global perspective and experience. Therefore, we request the clause to be changed as:  "The Bidder or its Associates should be a consultant partner for at least 3 turnkey projects for Information Technology/Digitalization for BFSI/PSU during the last three years from the date of EOI."  <b>Where Associate is defined as 'Firms working under a common brand name or network of firm.'</b>	Bidder to comply with EOI terms.
57	22	<b>ANNEXURE-3</b>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 6</u>	<b>Eligibility Criteria:</b> The firm should have a pool of at least 10 professionals who have experience in consulting for at least 2 turnkey projects for Information Technology/Digitalization for BFSI/PSU during the last three years from the date of EOI.  <b>Documents to be submitted along with the EOI</b> Copy of the certificates mentioned along with the profile of the professionals and letter from Company Secretary that stating they are on payroll of the bidder.	We request bank to also consider the global references for this criteria, since there are few end to end digital transformation adopted by Indian banks.	Bidder to comply with EOI terms.

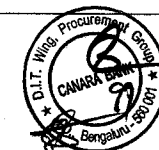


Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
52	21	<u>ANNEXURE-3</u> <u>Eligibility Criteria Declaration</u> <u>Criteria no. 4</u>	<u>Eligibility Criteria:</u> The Bidder should have Positive Net Worth as on 31/03/2020.  <u>Documents to be submitted along with the EOI</u> The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	Request you to Please consider Positive Net-worth Certificate as on 21/03/2019 as Certificate of 2020 is under preparation	Bidder to comply with EOI terms.
53	21	<u>ANNEXURE-3</u> <u>Eligibility Criteria Declaration</u> <u>Criteria no. 4</u>	<u>Eligibility Criteria:</u> The Bidder should have Positive Net Worth as on 31/03/2020.  <u>Documents to be submitted along with the EOI</u> The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	Typically, the net worth criteria is used in manufacturing works contracts. We have not come across this criteria being used in consulting services contracts, therefore, we request the criteria to be removed.	Bidder to comply with EOI terms.
54	21	<u>ANNEXURE-3</u> <u>Eligibility Criteria Declaration</u> <u>Criteria no. 5</u>	<u>Eligibility Criteria:</u> The Bidder should be a consultant partner for at least 3 turnkey projects for Information Technology/ Digitalization for BFSI/PSU during the last three years from the date of EOI.  <u>Documents to be submitted along with the EOI</u> The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.	The Bidders should be a consultant partner for at least 3 projects for Information Technology / Digitalization for BFSI/PSU during the last 3 years from the date of EOI.	Bidder to comply with EOI terms.



**Replies to Prebid Queries for EOI 01/2020-21 dated 21/07/2020 for Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank**

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
55	22	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 5</u>	<u>Eligibility Criteria:</u> The Bidder should be a consultant partner for at least 3 turnkey projects for Information Technology/ Digitalization for BFSI/PSU during the last three years from the date of EOI.  <u>Documents to be submitted along with the EOI</u> The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.	We specifically request you to include NBFCs, as the major digitization trends and digital transformation in India has been adopted by the NBFC sector	The EOI clause is modified as under: <u>Eligibility Criteria:</u> The Bidder should be a consultant partner for at least 3 turnkey projects for Information Technology/ Digitalization for BFSI/NBFC during the last three years from the date of EOI.  <u>Documents to be submitted along with the EOI</u> The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.
56	22	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 5</u>	<u>Eligibility Criteria:</u> The Bidder should be a consultant partner for at least 3 turnkey projects for Information Technology/ Digitalization for BFSI/PSU during the last three years from the date of EOI.  <u>Documents to be submitted along with the EOI</u> The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.	Given the digitalization is far more prominent in developed countries, we believe the project will benefit from global perspective and experience. Therefore, we request the clause to be changed as:  "The Bidder or its Associates should be a consultant partner for at least 3 turnkey projects for Information Technology/Digitalization for BFSI/PSU during the last three years from the date of EOI."  Where Associate is defined as 'Firms working under a common brand name or network of firm.'	Bidder to comply with EOI terms.
57	22	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 6</u>	<u>Eligibility Criteria:</u> The firm should have a pool of at least 10 professionals who have experience in consulting for at least 2 turnkey projects for Information Technology/Digitalization for BFSI/PSU during the last three years from the date of EOI.  <u>Documents to be submitted along with the EOI</u> Copy of the certificates mentioned along with the profile of the professionals and letter from Company Secretary that stating they are on payroll of the bidder.	We request bank to also consider the global references for this criteria, since there are few end to end digital transformation adopted by Indian banks.	Bidder to comply with EOI terms.



**Replies to Prebid Queries for EOI 01/2020-21 dated 21/07/2020 for Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank**

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
58	22	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 6</u>	<u>Eligibility Criteria:</u> The firm should have a pool of at least 10 professionals who have experience in consulting for at least 2 turnkey projects for Information Technology/Digitalization for BFSI/PSU during the last three years from the date of EOI.  <u>Documents to be submitted along with the EOI</u> Copy of the certificates mentioned along with the profile of the professionals and letter from Company Secretary that stating they are on payroll of the bidder.	We request you to modify the clause to "The firm should have a pool of at least 5 professionals who have experience of consulting for at least two transformation projects for business transformation/IT/digitization for BFSI during the last five years from the date of Eoi"	Bidder to comply with EOI terms.
59	22	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 6</u>	<u>Eligibility Criteria:</u> The firm should have a pool of at least 10 professionals who have experience in consulting for at least 2 turnkey projects for Information Technology/Digitalization for BFSI/PSU during the last three years from the date of EOI.  <u>Documents to be submitted along with the EOI</u> Copy of the certificates mentioned along with the profile of the professionals and letter from Company Secretary that stating they are on payroll of the bidder.	Request you to kindly accept Company Secretary certification or Head of Human Resources certification	The EOI clause is modified as under: <u>Eligibility Criteria:</u> The firm should have a pool of at least 10 professionals who have experience in consulting for at least 2 turnkey projects for Information Technology/Digitalization for BFSI/NBFC during the last three years from the date of EOI.  <u>Documents to be submitted along with the EOI</u> Copy of the certificates mentioned along with the profile of the professionals and letter from Company Secretary/HR Head stating that they are on payroll of the bidder.
60	22	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 6</u>	<u>Eligibility Criteria:</u> The firm should have a pool of at least 10 professionals who have experience in consulting for at least 2 turnkey projects for Information Technology/Digitalization for BFSI/PSU during the last three years from the date of EOI.  <u>Documents to be submitted along with the EOI</u> Copy of the certificates mentioned along with the profile of the professionals and letter from Company Secretary that stating they are on payroll of the bidder.	Given the digitalization is far more prominent in developed Given the digitalization is far more prominent in developed countries, we believe the project will benefit from global perspective and experience. Therefore, we request the clause to be changed as:  "The firm or its Associates should have a pool of at least 10 professionals who have experience in consulting for at least 2 turnkey projects for Information Technology/ Digitalization for BFSI/PSU during the last three years from the date of EOI."  <u>Where</u> Associate is defined as 'Firms working under a common brand name or network of firm'	Bidder to comply with EOI terms.



**Replies to Prebid Queries for EOI 01/2020-21 dated 21/07/2020 for Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank**

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
61	22	<u>ANNEXURE-3</u>  <u>Eligibility Criteria Declaration</u>  <u>Criteria no. 8</u>	<u>Eligibility Criteria:</u> The bidders firm or its subsidiaries should not be engaged with Bank in the business of System Integration of hardware or software / solution providers or implementation services or providing facilities management services.  <u>Documents to be submitted along with the EOI</u> A self-declaration must be furnished.	We request relaxation of the clause as we are an existing partner implementation partner for our IT solution (RAM) at bank	Bidder to comply with EOI terms.
62	26	<u>ANNEXURE-6</u>	List of Major Customers of the Bidder in Last 3 Years and References in IT Consulting	We request you to allow as proof Satisfactory letter/ EL/ PO/ Self certification of completion of project	Bidder to comply with EOI terms.
63	30	<u>Annexure-10</u>	Team of Consultants	Please specify what would be the various Documentary/Certification proofs that are required, from educational qualification perspective, work experience perspective or any other skills/accreditations acquired perspective	Bidder to provide copies of certificates for the mentioned educational qualification and work experience or any other skills/accreditations acquired.
64	30	<u>Annexure-10</u>	Team of Consultants	In addition to the table attached as part of Annexure 10, are the bidders expected to provide detailed profile of the practitioners. If yes, we would request the Bank to kindly provide format for submission of the detailed profiles.	Bidder to provide as per Annexure-10 with supporting documents.
65	NA	NA	Terms of agreements	We request bank's confirmation on negotiation of terms and conditions while finalizing the contract for successful bidder	Bidder to comply with EOI terms.



Replies to Prebid Queries for EOI 01/2020-21 dated 21/07/2020 for Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
66	NA	NA	We request addition of following standard clause in the terms and conditions of EOI/Contract	<p><u>Intellectual Property</u> Bank acknowledges that CRIS is the exclusive owner of all title, interest and all intellectual property rights in the Services including, without limitation, (i) the Report and the Services, including for the avoidance of doubt, the scale, model and methodology as well as any other items or materials used by CRIS in providing the Services; (ii) the Software and any related Documentation; (iii) any Releases, Software Updates, Software Upgrades and any other corrections, modifications, enhancements and derivative and collective works thereof; (iii) any other software or materials owned by CRIS and provided to Bank under this Agreement; (iv) any logos, trademarks, brands, brand features and other identifiers (CRIS Brands); (collectively, CRIS Materials), regardless of any participation, suggestion or collaboration by Bank in the design, development or implementation of any such CRIS Materials, and that CRIS and its licensors are the owners and holders of all copyrights, and patent, trademark, trade secret and other proprietary rights in the CRIS Materials (collectively, Proprietary Rights), and reserve all such Proprietary Rights to themselves. Bank only has limited licence to use the relevant CRIS Materials in accordance with this Agreement.</p> <p><u>Liability</u> Except as otherwise expressly set forth in the order form, CRIS, and its licensors, if any, disclaim any and all warranties and representations, express or implied, including any warranties of merchantability or fitness for a particular purpose or use as to any service, including non-infringement, freedom from bugs, correctness, accuracy, reliability, results achieved and that the software's functioning will be uninterrupted and all warranties arising out of course of dealing, source of performance, or usage in the trade. Neither CRIS, nor its</p>	Bidder to comply with EOI terms.
67	NA	NA	Terms and Conditions	Can the vendor decide to not respond to a certain limited RFP ?	No
68	NA	NA	Terms and Conditions	If the bid is at a parent level, can a wholly owned subsidiary's revenue not be considered	Bidder to comply with EOI terms.
69	NA	NA	Terms and Conditions	Is Consortium bidding allowed in this EOI	No.

Date: 11/08/2020  
Place: Bangalore

*S. S. Satyanarayana*  
Deputy General Manager

