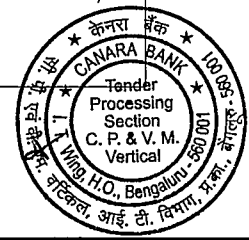
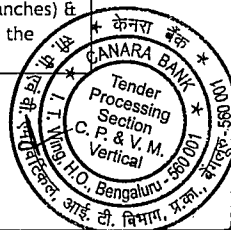


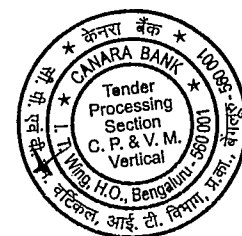
REPLIES TO THE PREBID QUERIES TO THE GEM BID REF NO:GEM/2023/B/4017390 FOR SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, IMPLEMENTATION, INTEGRATION, CUSTOMIZATION AND MAINTENANCE OF DOCUMENT MANAGEMENT SOLUTION FOR GLOBAL TRADE PROCESSING CENTRE IN CANARA BANK							
Sl. No.	Name of the Bidder	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
1	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	3. Creation of custom workflow for every product / sub product / event.	Can you please list down the number of Customer workflows that needs to be built for each product / sub product / event.	There are TWO transaction flows presently existing. A. Customer may submit the proposal at the Branch, inturn Branch punch the proposal with uploading of related docs. B. Customer may directly request proposal with uploading of docs through customer portal, IB (Internet Banking Application), Mobile App (Customer can use templates which are already existing with option of modify accordingly to present proposal). After completing the above processes, Central Processing centre bank users are completing processes through maker - checker - compliance. On post compliance transaction data will flow to CBS & on completion of process at CBS, status is updated in DMS of particular proposal. Message status will be updated to customer on his / her registered mobile / e-mail ID.
2	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	3. Creation of custom workflow for every product / sub product / event.	Can you please list number of product / sub product / event that are going to be part of this RFP?	Bidder to refer Annexure 9 and Annexure 10.
3	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	4. There should be predefined templates of various FOREX/INLAND application forms as per CANARA BANK format provided in this application and could be added/modified/deleted at any point of time.	Can you please list the number of predefined templates that needs to be built for various FOREX/INLAND application forms.	Predefined templates will be applicable for all the modules mentioned in Annexure 10.
4	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	General query	Where is the application being hosted?	Application servers are being hosted at Bank premises.
5	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	General query	Which is the Current CBS system implemented in your org?	Oracle Flexcube 11.8
6	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	The application should be capable to scan, store, index, search, retrieve and transmit images/data from the respective scanning center / branch / Hub etc. to GTPC.	Is scanning of documents part of the scope of work?	Yes, (Scanning with Compression & Decompression tools)



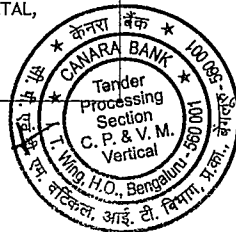
Sl. No.	Name of the Bidder	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
7	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	General query	What are the file formats which needs to be uploaded into DMS solution?	Pdf, Docx, txt, jpeg, .xls, .xlsx, tif etc.
8	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	General query	What is the size (number of documents) to be uploaded into DMS solution in a year?	Depends on the no. of proposals receiving.Presently around 25GB / day. However the size may be extended based on the inflow of the future proposals.
9	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	General query	What is the size of the back log documents that needs to be migrated into the new DMS solution?	Presently 8.5 TB and may be extended by the completion of this project.
10	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	General query	Which is your existing DMS solution used in your org?	Details will be shared with selected Bidder.
11	Newgen Software Technologies Ltd	69	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	General query	What are the methods through which the documents will be ingested into DMS solution?	Through Bank Branches & customer portal, IB (Internet Banking Application), MB (Mobile Banking App) interface.
12	Newgen Software Technologies Ltd	71	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	36. The application should have a functionality to handle Merchant Trade Transactions and reconciliation of the same.	How many Merchant Trade Transactions happens in a day?	On an average 3000/ day may be increased in future and Bidder have to make arrangements to cater for future Transactions.
13	Newgen Software Technologies Ltd	71	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	36. The application should have a functionality to handle Merchant Trade Transactions and reconciliation of the same.	Do you want the reconciliation of these Trade transactions to happen within DMS solution?	Presently Reconciliation is handled at CBS level.
14	Newgen Software Technologies Ltd	71	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	36. The application should have a functionality to handle Merchant Trade Transactions and reconciliation of the same.	Is it mandatory for DMS solution to do the reconcilliation process?	Not mandatory.
15	Newgen Software Technologies Ltd	72	Annexure 9 Technical & Functional Requirements	a.Functionalities Required for the Solution	56. ERP integration for remittance along with images for customers.	Which is the existing ERP system that needs to be integrated with?	Multiple Bank systems interacts with DMS for various queries & status of Transactions.
16	Newgen Software Technologies Ltd	—	General	—	—	Please define the total no. of users who would be accessing the documents through DMS directly	Users will be Bank users (working in 10000 Bank Branches) & customers by various means. Application shall have the capability to cater the all users.



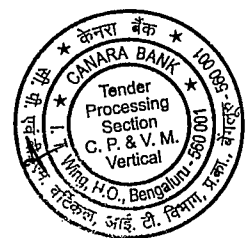
Sl. No.	Name of the Bidder	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
17	Newgen Software Technologies Ltd		General			Please define the total no. of users who would be accessing the documents stored in the DMS through any third party application like Core Applications, ERP, CRM, HRMS	Users will be Bank users (working in 10000 Bank Branches) & customers by various means.
18	Newgen Software Technologies Ltd		General			How many departments would be using the proposed DMS?	As of now 10 departments. This may increase in future.
19	Newgen Software Technologies Ltd		General			Estimated document volume to be uploaded in the system monthly/ yearly in TB	Depends on the no. of proposals receiving. Presently around 25GB / day
20	Newgen Software Technologies Ltd		General			Estimated incremental document volume	Transactional & document size increased 25% to 30% from last 3 years on year on year basis. Bidder application shall be able to cater the future requirement even in sharp increase of Transactions & document size.
21	Newgen Software Technologies Ltd		General			Total no of locations (no of scanners) from where scanning would be done?	From 10000 Bank Branches & customers login through customer portal, Internet Banking Application & Mobile Banking App. Application shall have the capability to cater the same.
22	Newgen Software Technologies Ltd		General			Do you have any legacy data/ documents which needs to be migrated? If yes then please share the data size in TBs	Presently 8.5 TB and may be extended by the completion of this project.
23	Newgen Software Technologies Ltd		General			Which all business applications needs to be integrated with DMS for document upload / download operations	CBS, TRACCS, OFAC, NESL, CUSTOMER PORTAL, CUSTOMER ERP, HRMS ETC. Application should be customisable to consume / expose to further APIs as per requirements of future.
24	Newgen Software Technologies Ltd		General			Please suggest if you want DMS solution to be deployed on Newgen Managed Cloud or your own Premise/Cloud	DMS solution to be deployed on Bank premises.
25	Newgen Software Technologies Ltd		General			No of instances required - like Production , High Availability on Production (Active-Active), Cold DR (20 hrs annually), Hot DR (Active-Passive), Test, Pre-Prod, Training, Development etc.	Application shall have 2 production (DC + DR), Pre-prod and UAT each with active active configuration.



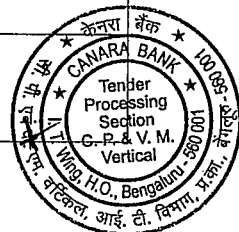
Sl. No.	Name of the Bidder	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
26	Newgen Software Technologies Ltd		General			Please specify the number of WORK-STEP for each process i.e. Number of steps where various users will capture, evaluate, comment, approve or reject the document(s).	There are TWO transaction flows presently existing. A. Customer may submit the proposal at the Branch, inturn Branch punch the proposal with uploading of related docs. B. Customer may directly request proposal with uploading of docs through customer portal, IB (Internet Banking Application), Mobile App (Customer can use templates which are already existing with option of modify accordingly to present proposal). After completing the above processes, Central Processing centre bank users are completing processes through maker - checker - compliance. On post compliance tranasction data will flow to CBS & on completion of process at.CBS, status is updated in DMS of particular proposal. Message status will be updated to customer on his / her registered mobile / e-mail ID.
27	Newgen Software Technologies Ltd		General			What kind of reports will be required for this workflow solution? Will there be any specific custom report required? If Yes, please provide the number and types of custom reports.	DMS solution should be customisable tp generate various reports as requested by Regulators, Bank & customers based on requirement time to time.
28	Newgen Software Technologies Ltd		General			What will be the initiation points for workflow documents (like documents coming from e-mail , portal etc.)	There are TWO transaction flows presently existing. A. Customer may submit the proposal at the Branch, inturn Branch punch the proposal with uploading of related docs. B. Customer may directly request proposal with uploading of docs through customer portal, IB (Internet Banking Application), Mobile App (Customer can use templates which are already existing with option of modify accordingly to present proposal). After completing the above processes, Central Processing centre bank users are completing processes through maker - checker - compliance. On post compliance tranasction data will flow to CBS & on completion of process at CBS, status is updated in DMS of particular proposal. Message status will be updated to customer on his / her registered mobile / e-mail ID.
29	Newgen Software Technologies Ltd		General			Will there be any integration between Newgen Workflow Solution and 3rd Party Application where Data Push/Pull will be done ? If Yes, please provide the list of 3rd party Application needs to be integrated.	Yes. CBS, TRACCS, OFAC, NESL, CUSTOMER PORTAL, CUSTOMER ERP, HRMS ETC..



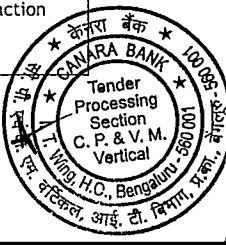
Sl. No.	Name of the Bidder	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
30	Newgen Software Technologies Ltd		General			To-Be process documentation - if available, please attach the TO-BE Process for Contract Management Solution. Please specify the number of WORK-STEP for each process i.e. Number of steps where various users will capture, evaluate, comment, approve or reject the document(s).	Bidder to refer Annexure-10
31	Ospyn Technologies Pvt. Ltd.	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.2. The selected bidder should supply, install, implement, integrate, customize the proposed Document Management Solution as per RFP and go-live of the Solution should be completed within Fourteen (14) weeks from the date of acceptance of the Purchase Order or Fifteen (15) weeks from the date of issuance of the order whichever is earlier	WE have carefully analysed the requirement of Canara Bank and concluded that there is a vast scope of trade processing application and to deliver the entire application in 14 Week would be a challenge for the successful bidder. For successful implementation for application & provide a satisfactory result to the Canara Bank, We would request bank to consider extension in project implementation timeline for upto 40 Weeks.	Bidder should have readily available solution for mentioned products/modules with minimum customization to complete the deployment within 14 weeks. Therefore bidder to comply with RFP terms and conditions.
32	Ospyn Technologies Pvt. Ltd.	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	Data Migration is involved in the project, and the same should be completed within the project timelines of Fourteen (14) weeks from the date of acceptance of the Purchase Order or Fifteen (15) weeks from the date of acceptance of the order whichever is earlier as mentioned in clause 1.2.	We would request Canara Bank to clarify below queries for project deliverables: 1.From which system is data migration required? 2. Which are the technologies used? 3. Is the database structure known? 4. Does the system expose APIs for fetching the data? 5. What is the volume of data to be migrated?	1 & 2. Existing System Data is required to be migrated using Oracle Weblogic, Java, Data Base Oracle 19.19C, Jboss, Apache. 3. Bidder needs to co-ordinate to the existing Application Vendor. 4. System consuming API from the multiple systems 5. Presently, 8.5 TB in size.



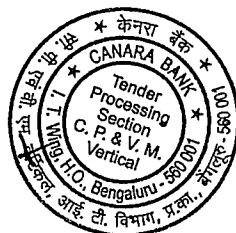
Sl. No.	Name of the Bidder	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
33	Ospyn Technologies Pvt. Ltd.	58	Annexure-2 Pre-Qualification Criteria	6	6. The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.	This financial criteria might create challenges for MSME to participate in the bid, hence we would request bank to consider below changes so that maximum MSE bidders can participate in the bid and submit their commercial offer. Change Request: 6. The Bidder should have cumulative annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.	Bidder to comply with RFP terms and conditions.
34	Ospyn Technologies Pvt. Ltd.	69	Annexure-10 Technical & Functional Requirements	a.Functionalities Required for the Solution	5. The application should fetch METADATA from the pre filled application form to initiate the contract in CBS-FCC.	We have few queries regarding the requirement clause in the RFP. Requesting bank to clarify. 1. Is metadata extraction required only for non-handwritten documents with well-defined/standard formats? 2. Can we assume that data extraction from handwritten documents and non-standard documents is out of scope?	1. Yes. 2. Yes.
35	Ospyn Technologies Pvt. Ltd.	70	Annexure-10 Technical & Functional Requirements	a.Functionalities Required for the Solution	24.The application should have auto attachment of SWIFT / SFMS and advice copy of respective transactions.	Requesting bank to confirm that the SWIFT message and advices generated by your SWIFT/CBS systems will be pulled using API calls and displayed in the Trade application?	Yes, the application should be integrated with SWIFT and SFMS.
36	Ospyn Technologies Pvt. Ltd.	70	Annexure-10 Technical & Functional Requirements	a.Functionalities Required for the Solution	17. Depending upon the selection of transaction, Documents Management Solution Application (DMS) shall list the required relevant document/s.	With reference to the selection for transaction, Is it referring to stages like Issuance, Doc Presentation etc? Please confirm. As the documents required at each stage might be different.	There are TWO transaction flows are presently existing. A. Customer may submit the proposal at the Branch, inturn Branch will punch the proposal and upload the related docs. B. Customer may directly request proposal with uploading of docs through customer portal, IB (Internet Banking Application), Mobile App (Customer can use templates which are already existing with option of modify accordingly to present proposal). After completing the above processes, Central Processing centre Bank users will complete through maker - checker - compliance. On post compliance, transaction data will flow to CBS & on completion of process at CBS, status is updated in DMS of particular proposal. Message status will be updated to customer on his/her registered mobile/ e-mail ID.
37	Ospyn Technologies Pvt. Ltd.	70	Annexure-10 Technical & Functional Requirements	a.Functionalities Required for the Solution	20. For each type of transaction, a checklist shall be provided in the application.	Please confirm the relevance of this checklist? Does bank expecting any validations in the system based on this checklist?	Validation is required



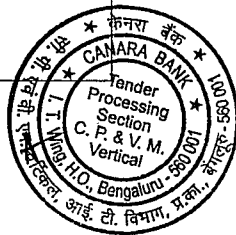
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38	Ospyn Technologies Pvt. Ltd.	71	Annexure-10 Technical & Functional Requirements	a.Functionalities Required for the Solution	38. The operating system should have features like multi-tasking, multi-user support, timesharing, dynamic memory management, I/O spooling, multi-level security, system logging, error analysis and recovery.	The requirement does not have relevance with the Trade application. We hope it is an optional requirement.	logging, debugging, error analysis, multiuser etc are required in package as mandatory part.
39	Ospyn Technologies Pvt. Ltd.	71	Annexure-10 Technical & Functional Requirements	a.Functionalities Required for the Solution	40. Vessel Tracking, OFAC Check on real time, NeSL portal for e-BG, Accounts Balance check, Customer Onboarding - demography and FD Check, Treasury Integration, TRRACS for IDPMS - BoE, ORM, AD Transfer and blocking & EDPMS, Doc Management System, Bank user access roles and rights and client front end integration.	Requesting bank to confirm below assumption: We assume that bank will provide third-party APIs for Vessel Tracking, OFAC Check etc. to intergate with new application? Please confirm.	No,Bank will not provide any third party API.
40	Ospyn Technologies Pvt. Ltd.	74	Annexure-10 Technical & Functional Requirements	b. Functionalities required at Branch Level	19. The application should be able to block/warn the transactions of DOE reported customers.	Please confirm whether a third party API call will be provided by bank to check the DOE reported customers.	No, Bank will not provide any third party API
41	Ospyn Technologies Pvt. Ltd.	71	Annexure-10 Technical & Functional Requirements	a. Functionalities Required for the Solution	46. Auto onboarding of customers via API in back office (DMS).	Please confirm whether is it required that customers will be onboarded via the Trade application?	Yes, we confirm that customer on boarding via trade application is required.
42	Ospyn Technologies Pvt. Ltd.	72	Annexure-10 Technical & Functional Requirements	a. Functionalities Required for the Solution	47. Maintenance of beneficiary KYC / DNB report with expiry in customer master	Please confirm that if the below approach is acceptable to bank: if the Trade application can integrate with the Customer Onboarding System/CBS to fetch the beneficiary KYC/DNB details of the customer?	Yes, we confirm that the trade application can be integrated with the Customer Onboarding System/CBS to fetch the beneficiary KYC/DNB details of the customer.
43	Ospyn Technologies Pvt. Ltd.	72	Annexure-10 Technical & Functional Requirements	a. Functionalities Required for the Solution	53. Copy and Load template feature for customer.	Please confirm whether the requirement of feature where a new trade transaction can be created by copying details from an existing template is requested by bank?	Yes, we confirm the requirement of feature where a new trade transaction can be created by copying details from an existing template.
44	Ospyn Technologies Pvt. Ltd.	72	Annexure-10 Technical & Functional Requirements	a. Functionalities Required for the Solution	54. Transaction approval and rejection at customer side with comments	Please confirm whether it is referring that the customer should be able to view the transaction approval status and comments in the portal?	Yes.The customer should be able to view the transaction approval status and comments in the portal.



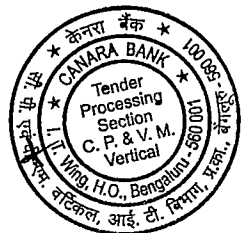
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45	Ospyn Technologies Pvt. Ltd.	72	Annexure-10 Technical & Functional Requirements	a. Functionalities Required for the Solution	55. Domain based parent and child company at customer side.	Please confirm whether that application should have provision to enter the parent and child company details in the customer portal?	Yes. The application should have provision to enter the parent and child company details in the customer porta
46	Ospyn Technologies Pvt. Ltd.	72	Annexure-10 Technical & Functional Requirements	a. Functionalities Required for the Solution	57. Customer should able to select multiple check boxes to generate reports and also to customize the report by filtering the fields / columns as per requirement.	1. Please confirm that whether a dynamic report builder should be available in the customer login or in the bank login? 2. Apart from the report builder, what are the standard reports bank is looking for?	1. Dynamic report builder should be available in the bank login 2. TXN register, Balacing, Txn volume etc.
47	Ospyn Technologies Pvt. Ltd.	2	1. BID SCHEDULE	8. Last Date, Time and Venue for Submission of Bids	Bid End Date/Time as per RFP Document. Response should be submitted in GeM portal and required physical documents should be submitted at below mentioned address before due date/time: Bid End Date/Time: 19-10-2023 15:00:00	The submission timeline is stringent for bidders to analysis the requirement & submit a bid response for the published RFP. We would request bank to extend the bid submission date & provide 2 to 3 weeks of time after the issuance of Prebid response or corrigendum.	Bidder to comply with RFP terms and conditions.
48	D2K Technologies India Pvt. Ltd.	58	Annexure-2 Pre-Qualification Criteria	Sl No: 6	The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.	We humbly request to please consider lowering the turnover criteria to 5 crores for MSE during the last three completed financials. As per GOI guidelines, MSMEs are exempted from turnover and prior experience. Request bank to consider GOI guidelines and consider lowering the turnover criteria.	If the bidder is a Startup/MSE, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.



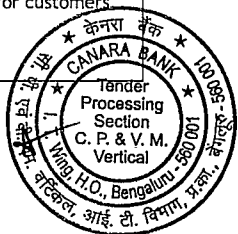
Sl. No.	Name of the Bidder	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
49	D2K Technologies India Pvt. Ltd.	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.2 The selected bidder should supply, install, implement, integrate, customize the proposed Document Management Solution as per RFP and go-live of the Solution should be completed within Fourteen (14) weeks from the date of acceptance of the Purchase Order or Fifteen (15) weeks from the date of issuance of the order whichever is earlier	We humbly request the bank to kindly consider extending the implementation time to upto 30 to 35 weeks	Bidder shall have readily available solution and customization to meet Bank's requirements. Therefore bidder to comply with RFP terms and conditions.
50	D2K Technologies India Pvt. Ltd.	16-17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Warranty	7.2 The entire software deployed for this project shall be under comprehensive onsite support for the total contract period i.e., for 3 years for the Proposed Solution covering all parts including the updates, minor update of software, maintenance or support for its proper operation, functioning, performance and output as specified in the tender technical specifications from the date of project acceptance & signoff.	We humbly request the bank to kindly confirm the warranty period. Whether it is for full 3 year period.	Warranty is for full 3 Years.
51	Computhink India	69-70	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	14. The application should have a provision to show the entire limit tree (Overall, fund based, non-fund based and other sub limits, line no., limit amount, utilized amount, available amount, expiry date etc.) of the customer on real time for Branch Users, GTPC Users and customers.	Need more information on the banks methodology on Limit Tree.	Limit maintenance / Limit tree is as per Bank guidelines.



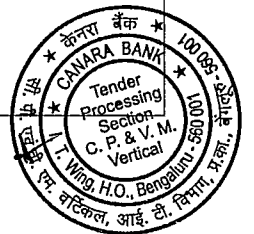
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52	Computhink India	70	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	24. The application should have auto attachment of SWIFT / SFMS and advice copy of respective transactions.	Need more clarification.	Application shall generate API to fetch SWIFT Messages information from SWIFT Middleware.
53	Computhink India	70	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	29. The application should have a zone wise and currency wise Nostro maintenance for every currency and also to maintain Nostro at product level.	Need more clarification.	Mandatory as per CBS Maitainance, and should be available in DMS as well.
54	Computhink India	70	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	30. The application should be integrated with XMM-SWIFT application to enable STP for Foreign Inward remittance transactions. A provision to upload bulk Inward remittances.	Integration is available .Need more information on XMM-SWIFT Application	XMM is a middleware interface between SWIFT and CBS.
55	Computhink India	70	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	31. The application should have a provision to maintain holiday at zone wise, currency wise and year wise	Available ,need more information.	Mandatory as per CBS Maitainance, and should be available in DMS as well.
56	Computhink India	71	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	36. The application should have a functionality to handle Merchant Trade Transactions and reconciliation of the same.	Need more information on Banks transaction methodology.	Application shall handle Merchant Trade Transactions and reconcilè between Inward & Outward transactions.
57	Computhink India	71	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	37. The application should have a facility to verify the Signature for the respective transactions through API at all the levels (Branch / GTPC).	Integration is available, need more information on Banks verification Criteria.	Signature verification is through API with CBS.



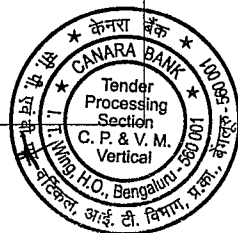
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58	Computhink India	71	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	40. Vessel Tracking, OFAC Check on real time, NeSL portal for e-BG, Accounts Balance check, Customer Onboarding -demography and FD Check, Treasury Integration, TRRACS for IDPMS - BoE, ORM, AD Transfer and blocking & EDPMS, Doc Management System, Bank user access roles and rights and client front end integration.	Need Clarification	APIs should be readily available to integrate with mentioned third party applications.
59	Computhink India	71	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	41. DMS should have separate portal for Customers to do the trade transactions with TRRACS integration for IDPMS - BoE, ORM, AD Transfer and blocking & EDPMS.	Need more information on Customer Portal	The modules which are available in DMS, should be made available in customer portal also0
60	Computhink India	71	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	46. Auto onboarding of customers via API in back office (DMS).	Need more information on Customer Portal	The transaction of customer through the branch where customer is not already exists in customer portal, Customer should be auto onboarded in customer portal.
61	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	47. Maintenance of beneficiary KYC / DNB report with expiry in customer master	Need more information on Customer Portal	KYC/DNB details must be in-line with CBS in real time.
62	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	48. The application should have a provision to link deal rate details / forward contract details for forex transactions and the same is to be extended for customer portal.	Need more information on Customer Portal	Mentioned applications must be accessible from customer portal also.
63	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	49. Customer should able to see all exceptions and give override and reason for rejection.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also.
64	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	50. Customer should able to see duplicate records along with old images and transaction in split screen for reference.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also.



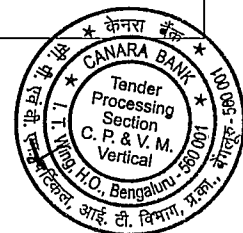
Sl. No.	Name of the Bidder	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
65	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	51. Customer should able to view the documents in the application itself.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also.
66	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	52. Customer should have a bulk upload facility for remittances and Export Advance payment and collection bills.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also.
67	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	53. Copy and Load template feature for customer.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also.
68	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	54. Transaction approval and rejection at customer side with comments.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also.
69	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	55. Domain based parent and child company at customer side.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also.
70	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	56. ERP integration for remittance along with images for customers.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also.
71	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	57. Customer should able to select multiple check boxes to generate reports and also to customize the report by filtering the fields / columns as per requirement.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also.
72	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	58. Base product with workflow Ability to create flow for product, sub product and event. Configurable attachments check list, exceptions and integration Role wise approval matrix, Deferral, Partial hold and RBI incident register Complete module for Fund Transfer (A1 and A2) and BoE Mapping and Core Banking Data Push.	Workflow feature is readily available we need more information on RBI incident register.	Admin user should be able to parametrise / create as per the requirements.



Sl. No.	Name of the Bidder	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
73	Computhink India	72	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	61. The application should support API integration for Online facilities such as Mobile Banking, Internet Banking, RETAD package, Branch Master Maintenance, HRMS package etc. and the same should be enabled for customer portal.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also
74	Computhink India	73	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	63. The Application should be able to provide Admin facility to enable functional access to customer user like input, authorise, delete, view, hold, reject etc	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also
75	Computhink India	73	Annexure10 Technical & Functional Requirements	a. Functionalities Required for the Solution	64. The application should have a facility to maintain charges / commission slab wise or flat / fixed or minimum & maximum based on product / event / transaction amount / tenor / customer with multiple combinations etc.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also
76	Computhink India	73	Annexure10 Technical & Functional Requirements	b. Functionalities required at Branch Level	1. Branch User has to lodge / initiate the contract as per customer's request by entering the relevant details.	Need more information on Customer Portal	Mentioned functionality should be available for customers' portal also
77	Computhink India	74	Annexure10 Technical & Functional Requirements	b. Functionalities required at Branch Level	17. Branch user should able to mark customers as PRIORITY with more than threshold limit business / Prime customers. Such transactions should appear to GTPC users on top of the pending list.	Need more Information on Banks threshold Criteria	Mentioned functionality should be available for customers' portal also
78	Computhink India	74	Annexure10 Technical & Functional Requirements	b. Functionalities required at Branch Level	18. Auto Crunching and Warning of Duplicate records exceeding the said limits such as LRS etc., should be available.	Need more Information on Banks threshold Criteria	Threshold limits are as per RBI guidelines.



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79	Computhink India	74	Annexure10 Technical & Functional Requirements	b. Functionalities required at Branch Level	19. The application should be able to block/warn the transactions of DOE reported customers.	Need more Information on Banks threshold Criteria	Threshold limits are as per RBI guidelines.
80	Computhink India	74	Annexure10 Technical & Functional Requirements	c. Functionalities required at GTPC Level	5. The mode of operations should display for GTPC Users.	Need more information on Banks Mode of Operations.	The DMS should flag whether the transaction is customer originated or Branch originated with the details of origination points-viz, API, DMS, Customer portals etc.
81	Computhink India	75	Annexure10 Technical & Functional Requirements	c. Functionalities required at GTPC Level	13. GTPC Users should be able to check vessel tracking report.	Need more Information on Vessel tracking report format.	Vessel tracking is for import trasactions.
82	Computhink India	75	Annexure10 Technical & Functional Requirements	d. Functionalities required at Admin Level	7. Admin shall be able to allocate products to a branch from product master	Feature is available, need more information on product master.	Any modifications in product has to be maintained by the admin.
83	Computhink India	75	Annexure10 Technical & Functional Requirements	d. Functionalities required at Admin Level	8. Admin shall able to add drop downs and codes from master front end for customer portal and back office.	Need more information on Customer Portal	Parameterisation of product/modules
84	Computhink India	76	Annexure10 Technical & Functional Requirements	d. Functionalities required at Admin Level	18. Admin should have a provision to add a routing branch for every small branch or for every product under a branch. For every branch different products can have different routing branches.	Feature is available, need more information on Branch Structure.	DMS should be customizable to create flow based on Bank organizational structure and requirements of future.
85	Computhink India	76	Annexure10 Technical & Functional Requirements	e. Other Requirements	20. Intimation to courier/delivery partner for collecting hard copies of documents from the branch once the transactions is completed.	Need more information on communication method to be used to intimate courier /delivery partner.	API/SMS/E-Mail has to be enabled for the mentioned requirement.
86	Computhink India	76	Annexure10 Technical & Functional Requirements	e. Other Requirements	21. Customers should have the facility for mapping different mobile numbers for receiving communications of different modules.	Need more information	Product should have provision to map different mobile numbers.



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87	Computhink India	76	Annexure10 Technical & Functional Requirements	e. Other Requirements	22. Provision to restrict outward transactions after the customer reaches a certain threshold (Number of Transactions wise).	Need more Information on Banks threshold Criteria	Threshold limits are as per RBI guidelines.
88	Computhink India	76	Annexure10 Technical & Functional Requirements	e. Other Requirements	23. Intimation to the customer whenever there is a change in the beneficiary details.	Need more information on communication method to be used to intimate customer	Automated SMS/E- Mail/APIs etc.
89	Computhink India	79	Annexure11 Technical Evaluation Criteria	Sl No: 3	The Bidder should have experience of having implemented/ maintaining Document Management Solution in at least 2 Scheduled Commercial Banks in India with more than 3000 branches.	While Government of India is keen on encouraging Make-in-India OEMs and Startups in these kinds of government engagements, these kinds of conditions are stifling the possibilities of Indian OEMs from participating due to the un-sustainable qualification criterion. These conditions are only favorable to established companies which may or may-not-be Make-in-India.	Make in India preferences as per GOI guidelines are adhered to.
90	Computhink India	80	Annexure10 Technical & Functional Requirements	B. Compliance to Functional Specifications	General query	Off-late we have seen Canara Bank has made it mandatory to have a proof-of-concept for evaluating a product capability, so we request here also to give opportunity to every participant for facilitating proof-of-concept for evaluating the product capability. Need More Information whether these forms are soft copies which need to be uploaded or fillable forms which can be created/updated inside the DMS application	There should be options of prefilled forms, as well as template of previous forms available for modifications.

Date: 13/10/2023
Place: Bengaluru


Deputy General Manager

