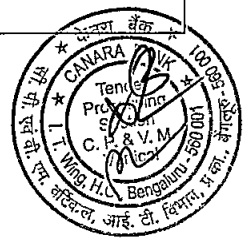
Replies to the pre bid queries to GeM Bid ref no. GEM/2023/B/3840167 dated 17/08/2023 for Selection of for Supply, Installation, Implementation and Maintenance of Queue Management System in Canara Bank

Sl No	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
1	65	Annexure 9	4.4 Customer communication	4.4.3 Integrate customer notifications through SMS, email, or mobile apps to inform customers about their turn in the queue	1. SMS is part of the token flow and already supported.Email and mobile app - will need more technical details to understand this.	1. The system should be capable of providing SMS notifications.
					2. Where is the customer providing email address during token flow?	2.Email address will be fetched from CBS once integrated with CBS.
					3. Mobile app - which one? We have APIs or can send updates on a webhook but actual delivery of the notification will be handled by owner of the app.	3.Referes to Bank's Mobile Application.
2	65	Annexure 9 Scope of work	4.8 Integration with Self-Service Channels:	4.8.1 Integrate the queue management system with self-service channels, enable customers to schedule appointments, join queues remotely, or perform self-check-in through various channels.	1. Need more details on the self-service channels and describe the expected customer flow.	1.Bank refer Self Service Channel as Kiosk, throgh QR Code based.
				4.8.2 Ensure a seamless experience between self-service channels and physical branch queues.	2. We already support APIs which can be integrated into 3rd party systems.	2.No proper input to address the query. The solution should be capable to integrate with Bank's mobile application.
3	66	Annexure 9 Scope of work	4.10 Additional Features Required:	4.10.1 Virtual Queue Registration: Allow customers to pre-book to join a virtual queue through a mobile app, website, or self-service kiosk. • Bidder should have provision for generating digital vouchers/Challan for the walk-in customers in the proposed solution	1. Which mobile app and website is being referred to?	1. Referres to Bank's Mobile Application.
					2. Self-Service Kiosk - Is this the token issuance kiosk or some other one?	2. Self Service Kiosk will be used for token issuance.
					3. What is Digital Challan? Is it same as the token?	3. Digital Challan is different from the Token. Token is used as reference of the transaction but Digital Challan is for Bank's records.
				4.10.2Appointment Scheduling:	4. What is the appointment flow?	4.The clause itself is self explanatory. Bidder to comply with RFP terms and conditions.
				· Enable customers to book appointments with specific bank Services.	5. How much in advance can a person book an appointment?	5.The Advance booking has to be done in the same day.
				4.10.3 Walk in Registration	6. How many appointments per slot?	6. No. of slots will vary with no. of counters and footfall of the branches. The full details will be dicussed with the successful bidder.
				· Provide an option for customers who prefer to physically visit the branch and register at a kiosk.	7. Are walk-in customers to be kept waiting until appointments are serviced?	7. All the customers will be routed through the same queue
					8. What service will be used for video calling? Need more details regarding the flow and use-cases.	8.Bidder to refer Corrigendum

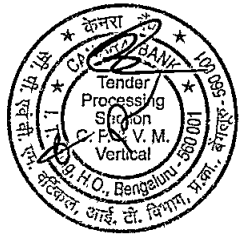
Replies to the pre bid queries to GeM Bid ref no. GEM/2023/B/3840167 dated 17/08/2023 for Selection of for Supply, Installation, Implementation and Maintenance of Queue Management System in Canara Bank

Sl No	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
4	68	Annexure 9 Scope of work	C. Compliance to Scope of Work	7. The Queue Management System should be capable of being ported at a centralized location at Head Office, Bangalore or any other place decided by the Bank, and accessible from any of our branches/ officer, for viewing and monitoring through dashboard	1. Its mentioned that the QMS will be hosted in DC/DR environments. 2. What does porting to a centralized location at Head Office mean?	1. yes 2. The application shall be hosted at our Data Center and data Recovery center
5	69	Annexure 9 Scope of work	C. Compliance to Scope of Work	18. At the time of installation of system, the bidder will be responsible for syncing/calibrating the alignments of all terminals used in the branch to ensure sync between branch individual user terminals. This will be done at no cost to Bank. The scope of the services is to be provided for a period of 1 year from the date of project sign off by the Bank.	What does this sync/calibration mean? It's a web-based application and no software will be deployed on individual user terminals at the branch so no such calibration is needed.	As a one time activity, the successful bidder has to configure branch wise counter wise service configuration with different login credentials.
6	73	Annexure-10	9. ticket Calling Panel	Should have the capability to integrate with DMS users / SAS, logs in automatically.	1.Active Directory integration is supported. What is DMS users / SAS ?	Yes, active Directory integration is supported. DMS is Desktop Management System and SAS is Bank's internal Application.
7	76	Annexure-10 Technical Evaluation Criteria	17.Integrated Digital Signage	· The Digital signage management server should provide a user interface to add Foreign exchange rates, term deposit rates etc. through integration with bank's backend system. The system should alternate between rates and other promotional content. · Should Provide for two level feedback as per Bank set design.	1. Need technical details of the bank's backend system that will provide forex rates. 2. What is "two level feedback" referring to?	Bidder to refer Corrigendum
8	54	Annexure-2 Pre-Qualification Criteria	6.The Bidder should have successfully implemented / maintaining the proposed solution or solution of similar nature i.e., Queue Management System during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India /BFSI Sector/ NBFC's/ Financial Regulatory bodies/ PSU/ Public Limited Company in India/ Govt Organizations/ Private organizations	The bidder should submit Satisfactory performance certificate from clients/ copies of purchase order/work order/ reference letter from the clients to this effect.	In view of Annexture 2.6 to ascertain the capability of a vendor and in accordance with Govt. directives for MSMEs,	Bidder to refer Section H, clause 1.



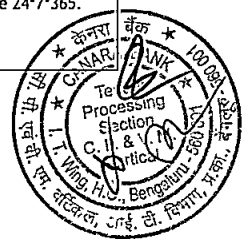
Replies to the pre bid queries to GeM Bid ref no. GEM/2023/B/3840167 dated 17/08/2023 for Selection of for Supply, Installation, Implementation and Maintenance of Queue Management System in Canara Bank

Sl No	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
9	54	Annexure-2 Pre-Qualification Criteria	8. The Bidder should have annual turnover of Rs.10.00 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 has to submit audited Balance Sheet copies for last 3 Years i.e., 2019-20, 2020-21 and 2021-22 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	please consider dropping the requirement of annual turnover of 10 crores altogether or reduce it to 2 Crores for MSMEs.	Bidder to comply with RFP terms and conditions.
10	Page no. 54	Annexure-2 Pre-Qualification Criteria	Qualification Criteria/ sr. no.7	The proposed System/Solution should have been implemented in at least three Commercial Banks / Financial Institutions in India in last 3 Years with an active concurrent installed base of more than 200 units in at least one order.	we understand from the clause as under : (a) 200 sites should be concurrently running at present in a single commercial bank. (b) The sites should have been installed in three commercial banks and the projects should be running since last three years.	The clause itself is self explanatory. Bidder to comply with RFP terms and conditions.
11	Page no. 54	Annexure-2 Pre-Qualification Criteria	Qualification Criteria/ sr. no.9	The Bidder should have positive Net Worth as on 31/03/2022 and also should have not eroded by more than 30% in the last three financial years, ending on 31/03/2022.	we request you in addition to the existing clause, please incorporate the below clause that is:- "The bidder should have earned net profit after tax (NPAT) in each of last three years."	Bidder to comply with RFP terms and conditions.
12	Page no. 54	Annexure-2 Pre-Qualification Criteria	Qualification Criteria/ sr. no.12	The Bidder has to furnish their details like contact details with postal address, no. of personnel etc., besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc., in Annexure-8.	We understand that we shall be required to submit the documentary proof of office address, like Agreement or any other registration details. Please confirm.	The clause itself is self explanatory. Bidder to comply with RFP terms and conditions.
13	Page no. 64	3.Integration with CBS:	3.1	3.Integration with CBS: 3.1The system will have to be integrated with the existing core banking system of the Bank, if required. The bidder will liaison and implement necessary configuration with the network and other hardware bidders of the Bank. Bidder would be responsible for integration with the middleware.	Need to understand what is the purpose of this integration as you all are know that there is no financial data need to travel. Kindly clarify on the same. Moreover, it is mentioned that CBS integration will be needed, if required by the Bank. Since it involves cost, we request to clarify if it is needed as our costing will be affected to that extent and help quote the right kind of commercials. If it is needed, Bank's intervention for instructing the other service provider will be needed to complete the task within given timelines. Further any cost to be paid to the existing service providers for their providing integration will be borne by the Bank. Please confirm.	The clause itself is self explanatory. Bidder to comply with RFP terms and conditions.
14	Page no. 67	C.Compliance to Scope of Work	sr. no. 26	The bidder will have to integrate their Systems with the Bank's CBS host system (existing or higher). Unsatisfactory experience of the Bank, non-accomplishment of fulfilling the criteria for integration as mentioned before may lead to cancellation of the order.	Need to understand what is the purpose of this integration as you all are know that there is no financial data need to travel. Kindly clarify on the same.	The clause itself is self explanatory. Bidder to comply with RFP terms and conditions.



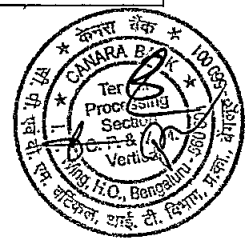
Replies to the pre bid queries to GeM Bid ref no. GEM/2023/B/3840167 dated 17/08/2023 for Selection of for Supply, Installation, Implementation and Maintenance of Queue Management System in Canara Bank

Sl No	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
15	Page no. 70	C.Compliance to Scope of Work	sr. no. 33	The Systems application should not store any data related to customer and only logs to be stored.	in the QMS solution no customer data being captured by us, please explain the purpose of this caluse whether is it bank is planning to incorporate the customer data. We request that this may be deleted.	Bidder to refer Corrigendum
16	Page no. 72	C.Compliance to Scope of Work q	Ticket Generator Unit / Sr. no. 5	•Ticket dispenser User Interface should be web based & responsive and should support all latest browsers and should be accessible from Android or iPad or Windows Tablets. •The system should have capability of integrating with the Bank's Core Banking system. • Features and functionalities of the ticket generator should be readily available as APIs, for seamless integrations with any Banks internal or external systems.	need to understand the purpose of intregration with CBS	For analytics purpose.
17	Page no. 77	C.Compliance to Scope of Work q	Integration with CBS / Sr. no. 20	•The system will have to be integrated with the existing core banking system of the Bank, if required. The bidder will liaison and implement necessary configuration with the network and other hardware bidders of the Bank. Bidder would be responsible for integration with the middleware. •The Bank would only provide network access required for the above system. The solution proposed must adhere to ISO 8583 messages or other standard message formats and bidder should integrate the solution with Core Banking Solution (existing or higher version). For doing so, if required the bidder shall have to coordinate with prime bidder/system integrator, who has implemented CBS in the Bank, for integrating the system with Flex cube. The bidder should do necessary modifications or changes to integrate the system with Bank's Core Banking System i.e. Flex cube without any additional cost to the Bank.	need to understand the purpose of intregration with CBS	For analytics purpose.
18	page no. 68	C.Compliance to Scope of Work	Sr. No. 6	Bidder has to ensure supply of consumable viz. Receipt Roll Stationery in sufficient quantity. Stationery replenishment cost needs to be factored in the Monthly Rental Charges.	Kindly clarify RFP is for OPEX or CAPEX?	CAPEX with managed services
19	14	5	5.1	5.1.The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.95% for the solution as per Scope of Work (Annexure-9), during contract period, which shall be calculated on monthly basis.	QMS works only during the branch operation period & Branch working days only. Request to change the clause appropriately.	The system should be available 24*7*365.



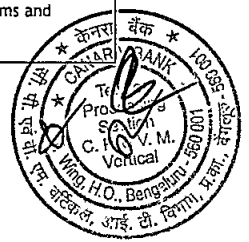
Replies to the pre bid queries to GeM Bid ref no. GEM/2023/B/3840167 dated 17/08/2023 for Selection of for Supply, Installation, Implementation and Maintenance of Queue Management System in Canara Bank

Sl No	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
30	Page 14	5	Point 5.1	The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.95% for the solution as per Scope of Work (Annexure-9), during contract period, which shall be calculated on monthly basis.	Up time of 99.95% is maintainable with the UPS power being provided by the Bank. Please confirm that power of adequate load will be given by the Bank at each branch.	The power for adequate load will be given by the Bank at each branch.
31	Page 14	6	Point 6.1 .1	Penalties/Liquidated damages for delay in Delivery and installation of licences would be as under: Non-compliance of the timelines in delivery and installation of Hardware mentioned as per clause 1.4 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof by the Bank on the cost mentioned in sl. no. 1 and 2 respectively of Table - A of Annexure-15.	Penalties for delay in installation will be per machine cost and not for the project cost,.i.e. Penalty will be levied only for the number of delayed machines. For Bank dependencies, there will be no penalty. Please confirm.	Penalty will be applicable on delayed supplies only.
32	Page 16	6	Point 6.1 .2	Non-compliance of the timelines in delivery and installation of Enterprise license mentioned as per clause 1.4 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof by the Bank on the cost mentioned in Table - C of Annexure-15 (License cost).	For uptime, the dependence will be on the power provided by the Bank. Therefore, the clause needs to be amended appropriately.	The power for adequate load will be given by the Bank at each branch.
33	Page 14	6.Penalties & Liquidated damages	6.1	6.Penalties & Liquidated damages	Total LD for whatsoever reasons should be restricted to 10% of the cost of machines. Request to change appropriately.	Bidder to comply with RFP terms and conditions.
34	Page 12	1.Project Timelines	1.3	1.3.The selected bidder should Supply, Installation, Implementation and Maintenance of Queue Management System in Canara Bank as per RFP within 45 Days from the date of acceptance of the Purchase Order by the selected bidder.	The Time line of 45 days from date of Purchase Order is too small for execution of this project. The time line should be kept from date of integration and UAT, and receipt of details of branches. We suggest to change the period to 75 days from the date of Integration / UAT.	Bidder to comply with RFP terms and conditions.
35	Page 69	23		The bidder would be responsible for timely applying/ loading of all the software patches into all the Systems and other hardware if any during the warranty and AMC period. This job has to be done as a part of warranty and AMC support services without any extra cost.	It needs to be clarified as to whether AMC will be contracted after expiry of warranty period. Based on our past experience, we suggest that the bank should take AMC of 5-7 years.	Bidder to refer Corrigendum
36	56/120	Annexure-2	Sl no. 7/ Annexure 2	Qualification criteria	We request you to relax this criteria as follows:- A. In any 3 institutions B. Installation base of 200 units (total quantity) in any one of the last three years	Bidder to comply with RFP terms and conditions.
37	56/120	Annexure-2	Sl no. 8/ Annexure 2	Qualification criteria	We request you to relax this criteria which will enable a good no. of capable companies to bid. Relaxation required: Annual turnover of Rs. 5 lakhs in any one of the last 3 years.	Bidder to comply with RFP terms and conditions.



Replies to the pre bid queries to GeM Bid ref no. GEM/2023/B/3840167 dated 17/08/2023 for Selection of for Supply, Installation, Implementation and Maintenance of Queue Management System in Canara Bank

Sl No	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
20	14	5	5.7	5.7.Contracted minutes of a month = No. of days in that month X 24 X 60.	The hours should be considered as per branch operational time, as QMS is used only during branch Transaction period. Request to change the clause appropriately.	Bidder to comply with RFP terms and conditions.
21	21	11.6	11.6	Can be integrated with existing banks Ticketing tool/system as per banks requirements.	Bank needs to provide all details of exisiting systems and should specify detailed scope and type (analog or digital) of existing solutions. This may involve extra cost so the Bank needs to specifiy whether this would be required or not.	Bidder to refer Corrigendum
22	64	3	3.2	If required the bidder shall have to coordinate with prime bidder/system integrator, who has implemented CBS in the Bank, for integrating the system with Flexcube.	If the said CBS vendor not responding without bank offical appoval, then bank officals will need to intervene to get this done within timelines. Also if CBS vendor asking for any charges then it should be taken care by bank. Please clarify in this regard.	Bank will provide the API for integration.
23	66	4.10	4.10.1	Bidder should have provision for generating digital vouchers/Challan for the walk-in customers in the proposed solution.	The requirement is not very specific and claear. Request more clarity on this requirement.	The physical voucher and challan should be available in the digital form.
24	66	4.10	4.10.7	Booking a video call with branch staff.	Need more clarity on this requirement and how this will work and whether the Bank is prepared with the implementation part of this actionable.	Bidder to refer Corrigendum
25	66	5	5.1	Bank shall provide Hardware, Operating System and Oracle Database.	Need clarity. Whether Servers will be provided by bank for both DC & DR or vendor has to supply. Request to clarify.	Servers will be provided by bank for both DC & DR.
26	66	5	5.4	up time above 99.9% and response time < 3 second)	Need clarification on "Response time < 3 Sec." is for what.	For any operation or query, the response time should be < 3 sec. Response time implies the time taken after submitting the data to generation of token.
27	67	3	3	The software needs to be integrated with existing core banking system of the Bank through middleware which will be provided by Bank, if needed	Middleware Server and app to be provided by vendor or bank, need clarification. If this is to be provided, please add a column in commercial bid format for the same or clarify if this is to be included in the software item / integration cost.	The selected bidder has to integrate with the API gateway.
28	–	–	General	Suggestions :	No quality credentials of bidders have been asked for. We suggest that the following quality certifiations should be asked for to have a proper technical competent bidders apply in the bid and Bank can have an apple to apple comparison :a) ISO 27001-2013 for data security (b) ISO 20000-1:2011 for IT Service Management System (c) ISO 9001-2015 for Quality standard (d) OHSAS 18001:2007 for Occupational Health and Safety Management (e) iSigma Certification for Record Management Services (f) CMMI LEVEL V for customized software development	Bidder to comply with RFP terms and conditions.
29	–	–	General	Gem clause regarding H1 elimination	We suggest that H-1 elimination clause be eliminated to have a fair competition particularly because the Bid involves Reverse Auction.	Bidder to comply with RFP terms and conditions.



Replies to the pre bid queries to GeM Bid ref no. GEM/2023/B/3840167 dated 17/08/2023 for Selection of for Supply, Installation, Implementation and Maintenance of Queue Management System in Canara Bank

Sl No	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
38	55	Annexure-2	Pre Qualification Criteria	The proposed System/Solution should have been implemented in at least three Commercial Banks / Financial Institutions in India in last 3 Years with an active concurrent installed base of more than 200 units in at least one order	The proposed System/Solution should have been implemented in at least three Commercial Banks / Financial Institutions in India in last 10 Years with an active concurrent installed base of more than 200 units in at least one order	Bidder to comply with RFP terms and conditions.
39	64	Annexure-9 Scope of Work	4. Additional features of Queue Management System	Understand the existing queue management system in the bank	Need to understand the existing queue management	No proper input to address the query.
40	66	Annexure-9 Scope of Work	4.10 Additional Features Required	Booking a video call with branch staff.	This will be service in Queue machine or what	Bidder to refer Corrigendum

Date: 26/09/2023
Place: Bengaluru

DEPUTY GENERAL MANAGER

केनरा बैंक CANARA BANK Tender Processing Section C. P. & M. M. Vertical I. T. Wing, H.O., Bengaluru - 560 001 श्री. पी. एवं वी. एम. वर्टिकल, आई. टी. विभाग, प्र.का., बेंगलूरु - 560 001