

Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494587 dated 10/10/2024 for Selection of Service Provider for Delivery of International SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
1	83	Annexure-10 Technical Evaluation Criteria,	Section B Technical Evaluation Scoring Criteria	<p>5.Delivery success rate of international SMS. The success rate will be considered for any one organization for which experience has been submitted under clause 2. Success rate %age:</p> <p>≥95% & 100%- 15 marks ≥92%-95%- 10 marks ≥90% & <92%- 5 marks <90%- No marks</p>	<p>Would request bank to amend RFP Sub Clause as below - Bidder has to submit confirmation/ reference letter/ Delivery Report/Any other proof from concerned organizations. OR Would request bank to amend RFP Clause as below - Client Satisfaction letter of organisation of those for which experience has been submitted under Sl. No. ≥4 Satisfaction letter- 15 marks 3 Satisfaction Letter - 10 Marks 2 Satisfaction letter - 5 Marks 1 Satisfaction Letter - No Marks OR Would request bank to amend RFP Clause as below Delivery success rate of Domestic SMS. The success rate will be considered for the organization with the lowest success rate of any 2 organisation among those for which experience has been submitted under Sl. no.1 of this table. Explanation: The delivery reports/confirmation is dependent on multiple external conditions and keeps on changing from time to time. Also certain organisations have compliances to share the delivery success rates. A satisfactory letter from a customer indicates that the said requirements are fulfilled by the Bidder.</p>	Bidder has to comply with RFP terms and conditions
2	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	<p>6.3.1. Note: SMSs failed due to the below reasons will not be considered for failure rate calculation:</p> <p>a. Invalid mobile number b. Inbox full c. Mobile number blacklisted d. DLT failure due to Bank reason</p>	<p>Bank should also exempt below cases:</p> <ul style="list-style-type: none"> - Services barred - Mobile number not reachable - Network related issues at users end <p>due to some government regulations (services are suspended from government)</p>	Bidder has to comply with RFP terms and conditions



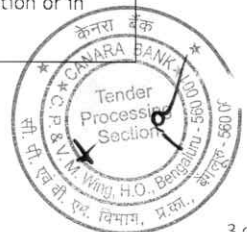
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3	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	6.6. Bank expects the delivery reports with 100% accuracy. The Bidder has to provide the delivery reports from its telecom operators only. In case it is found that the SMS is not delivered to the customer and the bidder has provided a delivery report as delivered, it will be considered as false delivery report and leads to a penalty of Rs.1000/- per record. In case the number of false delivery reports exceeds 100 records in a month, an additional penalty of 10% of the invoice amount will be charged.	Would request bank to remove delivery reports from its telecom operators as in International SMS reports are generated on submission, as multiple countries do not share delivery reports; in addition, there are multiple telcos across the globe; it will be very difficult and tedious to get reports verified from different telcos across the globe (as there will be multiple telcos and not just 2 - 3).	Bidder to comply with RFP terms and conditions
4	56	Annexure-2	Pre-Qualification Criteria	12. Bidder should have direct tie up/arrangements with minimum 2 operators/ service providers per country for the following: I.UAE II.Qatar III.Kuwait IV.Saudi Arabia V.Oman VI.US VII.UK	Would request you to bifurcation of volume of calls to each country mentioned.	Bidder to refer Annexure-18 of RFP document.
5	65	Annexure-9 Scope of Work	1. Hardware	1.6. The vendor may provide the IVR support over the cloud, but servers of cloud setup for the IVR Services should be hosted in India. The vendor must provide details of the locations & required items (hardware/software or otherwise) for the IVR Services in its response to this bid. However, Bidder should provide IVR Services on premises in case of exceptional increase in IVR usage or other reasons such as poor service/regulatory guidelines etc. without any extra cost.	What is the volume at which Bank wants to migrate from cloud to On Premise set up?	Bidder has to provide IVR services from their platform. Bidder to comply with RFP terms and conditions
6	65	Annexure-9 Scope of Work	2. Software	2.9. The delivery report should be updated in bank's middleware in real time and timestamp of vendor's server should be in sync with Bank's middleware server (NTP).	What to do in countries where bidder is not receiving delivery status?	Bidder to comply with RFP terms and conditions
7	66	Annexure-9 Scope of Work	3. Dashboard, Portal, reports & Alerts		What to do in countries where bidder does not receive the data due to particular country policies/guidelines?	Bidder to comply with RFP terms and conditions



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8	68	Annexure-9 Scope of Work	3. Dashboard, Portal, reports & Alerts	3.10. 5th Bullet - Portal should have the facility to update the DLT approved templates in bulk through excel upload.	Would request you to remove this point as in International SMS DLT is not applicable.	Bidder to comply with RFP terms and conditions
9	70	Annexure-9 Scope of Work	5. VMN/Short code Services	5.2. Vendor should procure VMN numbers in Bank's name.	Would request bank to provide end user KYC as per Govt's guidelines	Bidder to comply with RFP terms and conditions
10	70	Annexure-9 Scope of Work	6. Voice call/Missed call services	6.2. The Vendor has to facilitate responding to missed call services of the Bank's Customers. If necessary, the existing telephone number used by the Bank's customer need to be enabled in the new services.	Would request you to confirm our understanding that Bank has 10 Digit number to provide missed call services.	Bidder to comply with RFP terms and conditions
11	71	Page 71/114	6. Voice call/Missed call services	6.5.1. Automated calls for OTP: call may be initiated automatically or upon customer request in the case of SMS fails (within 30 seconds).	We understand Bank is looking only for 1 retry, otherwise pls specify.	Bidder has to provide the provision to configure no of retries to the Bank.
12	71	Page 71/114	7. Country wise regulations	7.2. Bank will not do the country wise regulation compliance but will be providing the required authorizations on regular basis. The solution provided by the vendor should map the all country wise regulations and submitted to the operators.	Would request you to confirm our understanding that, services will be provided from PSTN services , Transpanent CLI will be sent from India as per regulations.	Bidder to comply with RFP terms and conditions
13	90	Annexure - 16 Bill of Material	Cost for SMS & IVR	IVR (International OTP)	Would request you to confirm volume of IVR calls by country,as ISD calling rates vary significantly by country.	Bidder to comply with RFP terms and conditions
14	90	Annexure - 16 Bill of Material	Cost for SMS & IVR	IVR Promotional (International)	Would request you to confirm volume of IVR calls by country,as ISD calling rates vary significantly by country.	Bidder to refer Annexure-18 of RFP document for approximate percentage of indicated volume
15	73	Annexure-9 Scope of Work	10. Training	10.3. The selected vendor shall provide training to the participants for each event without any cost to the Bank/participants.	How many days training needs to be provided, training location, and number of times the training sessions need to be conducted.	Details will be shared with successful bidder
16	73	Annexure-9 Scope of Work	11. Project Management	11.1. For smooth completion of the project the bidder should identify one or two of its representatives at Bangalore as a single point of Contact for the Bank	SPOC person assigned to the bank location?	Based on Bank's requirement, bidder has to place SPOC person either in Bank's location or in bidders location.



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17	70	Annexure-9 Scope of Work	4. SMS Service	4.14. Proposed solution should support Oracle database. If proposed solution does not support Oracle database, bidder has to provide licensed version of supporting database free of cost (including maintenance).	Dose means that Bank will provide Oracle DB license?	Bank will provide Oracle DB license
18	65	Annexure-9 Scope of Work	2 . Software	2.5. The solution should be able to process minimum 1000 SMS/sec.	It is 1000 SMS/Sec ? Please confirm	We confirm.
19	66	Annexure 9 Point 1.5	1. Hardware	1.5. The bidder should have proper test infrastructure/UAT with the capability of end-to-end testing of all the integrations with the bank applications.	Test infrastructure/UAT will be deployed at Bank site or Bidder's site , Please clarify.	Test infrastructure/UAT will be deployed at Bank site
20	66	Annexure 9 Point 1.2	1. Hardware	1.2. The connectivity between Bidder's locations/servers and Bank's DC/DRC shall be provided by the bidder at their own cost. If the Bank desires, connectivity with the bidder's infrastructure will have to be provided through leased lines, at no extra cost to the bank.	Please clarify the connectivity between Bank DC - DR ?	Bidder has to comply with RFP terms and conditions
21		General			Who will be managing the GTM please clarify.	Query is not clear.
22	72	Annexure 9 Point 8.1	8. Onsite support & Back up logs	8.1. The bidder shall provide 24*7 onsite support team with adequate technical knowledge and experience to ensure the smooth operations.	Managed services can be delivered remotely / onsite or hybrid for infrastructure support.	Bidder has to provide on site support in Bank's premises.
23	75	Annexure - 9(A) Cloud Security Checklist to be submitted by bidder (If Applicable):	Bidder to agree the following security related points to be included in the SLA and agreement with the Bank.	Sl No.13 a.Regular conducting VAPT, API Assessment, Source Code audit certified by a CERT-IN empaneled auditor.	Please confirm, assessment frequency per year.	As per Industry standard practice and Bank's requirement.
24	75	Annexure - 9(A) Cloud Security Checklist to be submitted by	Bidder to agree the following security related points to be included in the	g. Security Training and Awareness: The employees as well as vendor staff received security and security awareness training.	Please confirm, number of employees and frequency of security awareness trainings.	As per Industry standard practice and Bank's requirement.



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25	75	Annexure - 9(A) Cloud Security Checklist to be submitted by bidder (If Applicable):	Bidder to agree the following security related points to be included in the SLA and agreement with the Bank.	h. Conduct third party risk assessment on regular basis and monitor for any data breach /leak cases from supply chains to take necessary protective & remedial measures	Please confirm, assessment frequency per year.	As per Industry standard practice and Bank's requirement.
26	75	28_Annexure 9(A)_Cloud Security Checklist1	API Gateway		Please brief scope of deliverables.	Bidder has to maintain industrial standard API Gateway
27	25	SECTION D - BID PROCESS	1. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	6.4. The Bidder has the provision to remit the Earnest Money Deposit through online mode	We will need a copy of cancelled cheque for bank account details confirmation	Bidder to comply with RFP terms and conditions
28	13	SECTION D - BID PROCESS	1. Requirement Details	5.2. The scope of contract is for a period of 3 years with an option to review the same at the end of every year. There will be no price escalation during the contract period.	What if supplier/MNO hike prices, as it is dynamic on international market	Bidder to comply with RFP terms and conditions
29	33	SECTION D - BID PROCESS	10. Execution of Agreement	10.1. Within 21 days from the date of acceptance of the Purchase Order/LOI, the selected Bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.	Client wants stamped "Agreement" with the Bank at Bengaluru, need to check with client if Mumbai or Delhi can be used instead.	Bidder to comply with RFP terms and conditions
30	66	Annexure-9	3.Dashboard, Portal, reports & Alerts	3.1 •Dash boards should be integrated with SAS package of the bank if required	Could you please help understand the requirement in details on the expected integration	Bidder has to integrate the dash board with Bank's single Sign on Authentication system .



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31	67	Annexure-9	3.Dashboard, Portal, reports & Alerts	3.3.The vendor should provide the below alerts to the Bank team	Is there a need for simple notification to list of users or will it have further integrations with other internal/external systems, if yes this will need discussions to scope the custom requirement and check feasibility.	Bidder to comply with RFP terms and conditions
32	67	Annexure-9	3.Dashboard, Portal, reports & Alerts	3.5.The vendor should provide a complaint tracking system/ticketing mechanism for bank use for tracking and to analyze the issues. The ticketing system should be capable of integrating with the bank's ticketing systems like CGPRS and the portal needs to be integrated with the SAS package of the Bank	Is there a need for simple notification to list of users or will it have further integrations with other internal/external systems, if yes this will need discussions to scope the custom requirement and check feasibility.	Bidder to comply with RFP terms and conditions
33	68	Annexure-9	3.Dashboard, Portal, reports & Alerts	3.6.The vendor shall provide automated alert systems and daily reports to the bank for monitoring the services. Automated SMS and email alerts should be send to the bank team as well as the vendors in case of any DB issues, connectivity issues, SMS pileup etc.	Is there a need for simple notification to list of users or will it have further integrations with other internal/external systems, if yes this will need discussions to scope the custom requirement and check feasibility.	Bidder to comply with RFP terms and conditions
34	67	Annexure-9	3.Dashboard, Portal, reports & Alerts	3.1 •The dashboard should be customized as per bank requests without any additional cost to the bank	Need understanding on the customized requirement, in addition to the default features available as a portal interface. This will help check the feasibility	Bidder to comply with RFP terms and conditions
35	67	Annexure-9	3.Dashboard, Portal, reports & Alerts	3.2 • The SMS Logs portal should be customized as per bank requests without any additional cost to the bank	Need understanding on the customized requirement, in addition to the default features available as a portal interface. This will help check the feasibility	Bidder to comply with RFP terms and conditions



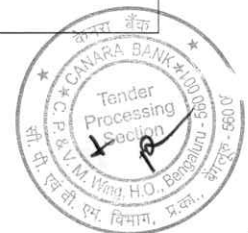
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36	81	Annexure-10	Technical Evaluation Criteria	24.The vendor should provide the archives of all the messages sent to their gateway in a hard disk or pen drive on monthly basis with details specified in column 28 above as well as push the SMS logs to Bank's database in Oracle on a daily basis	Please help understand, the need to provide data in Hard Disk/Pen Drive from Security risk perspective	Bidder to comply with RFP terms and conditions
37	63	Annexure-2	Pre-Qualification Criteria	12. Bidder should have direct tie up/arrangements with minimum 2 operators/ service providers per country for the following: I. UAE II. Qatar III. Kuwait IV. Saudi Arabia V. Oman VI. USVII. UK Documents to be submitted: Confirmation of the details of the telecom operators - country wise on bidder's letter head along with certificate from Telecom Operators has to be provided.	We can provide confirmation of the details of the telecom operators, country-wise, on our letterhead. However, after reaching out to telecom operators in various countries, many international operators are unwilling to issue certificates. As an alternative, we can provide copies of the agreements with the operators, showing the involved parties, validity, services used, etc. We kindly request you to accept these documents as confirmation.	Bidder to refer Corrigendum-1
38	91	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	4. Bidder should have direct tie up/arrangements with minimum 2 operators/ service providers per country. (mandatory countries- UAE, Qatar, Kuwait, Saudi Arabia, Oman, US & UK). Marks will be given for tie-up with countries other than mandatory countries under this criteria. Tie-up with countries all-over-the-globe for delivering international SMS & IVR other than mandatory countries: ≥ 20 countries: 20 marks ≥ 15 countries & < 20 countries: 15 marks ≥ 10 countries & < 15 countries: 10 marks The bidder has to provide the certificate from telecom service providers / operators to this effect.	We can provide confirmation of the details of the telecom operators, country-wise, on our letterhead. However, after reaching out to telecom operators in various countries, many international operators are unwilling to issue certificates. As an alternative, we can provide copies of the agreements with the operators, showing the involved parties, validity, services used, etc. We kindly request you to accept these documents as confirmation.	Bidder to refer Corrigendum-1



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39	42	Protection of data	18. Protection of Data	18.2. Where the terms of the RFP/Gem Bid/PO require any data to be maintained by the Bank, the Bank agrees to grant, Bidder/Vendor/Service provider such access and assistance to such data and other materials as may be required by Bidder/Vendor/Service Provider, for the purposes of correcting loss or damage to Bank data.	Can you please explain what is expected from Bidder under this Sub-clause?	Bidder to comply with RFP terms and conditions
40	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated Damages	6. Penalties & Liquidated Damages	Penalty and Liquidated Damages are too high. Please make the Liquidated Damages to 0.5% of the entire contract value and term and the penalties also for contract term. Additionally, kindly exclude uncontrollable factors while imposing Liquidated Damages and penalties.	Bidder to comply with RFP terms and conditions
41	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	6.7 The bidder should provide 24x7x365 onsite support in 3 shifts per day. Failing to provide onsite support will lead to a penalty of Rs.2000 per shift.	Please share roles & responsibilities of expected resources to consider their expertise & applicable cost.	Bidder to refer clause 8.3. of Annexure 8 scope of work
42	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	6.15. Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their service provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill.	a. This is open ended liability with no capping, please cap it to 10% of monthly invoicing. b. Also, false delivery cases needs to be clarified. Will bank go with their customer complaint reporting false delivery as it is or there is a mechanism to establish the fact.	a. Bidder to comply with RFP terms and conditions b. Bidder has to provide the CDR logs from the telecom operator
43	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Scope involved during Contract period	8.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Delivery of International SMS and IVR Services in Canara Bank. 8.3. During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier. Bank reserves the right to pause the work at any point of time and use the services for partial delivery of select modules of the Solution	Please allow mutual discussion and agreement on revised commercials in case of change / addition in Scope of Work at such time.	Bidder to comply with RFP terms and conditions



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44	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	13.Right to Audit	13.Right to Audit	Kindly provide us with a 30 days prior notice to Audit.	Bidder to comply with RFP terms and conditions
45	25	SECTION D - BID PROCESS	6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	6.1.The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Insurance Surety Bonds, account payee demand draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru, fixed deposit receipt, or banker's cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form, safeguarding the Bank's interest in all respects. The bid security should	Karix Mobile falls under exempted category on GeM portal as we have Turnover of > 500 Cr in last 3 years. Hence, we would not submit the EMD/BG as per GeM portal rule. Please confirm if this understanding is correct.	Please be guided by RFP/GeM Terms and Conditions.
46	26	SECTION D - BID PROCESS	12.Submission of Bids	12.1.The Bidder has to submit their response in GeM portal before the bid end date & time mentioned in the RFP document. The physical documents (viz., EMD, Integrity Pact etc.,) should be submitted to the below mentioned officials before the bid end date & time at the Venue specified in the Bid Schedule	a. We understand that Bank Guarantee & Integrity Pact are to be submitted in hardcopy, rest of the bid set needs to be submitted online only. Please confirm on this understanding. b. Price bid is not to be submitted in physical hardcopy, please confirm on this understanding	Bidder to comply with RFP terms and conditions
47	32	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	7.Fixed Price	The prices quoted in the tender response will be fixed for the period of the contract. In the event of reduction in the national market prices of the delivery of the SMS alerts under Bulk SMS services, the Bank reserves the right to negotiate for a better price with the bidder.	Please allow mutual discussion and agreement on revised commercials in case of change due to external factors which are outside the purview of vendor. Ex.: TRAI / Regulatory.	Bidder to comply with RFP terms and conditions
48	34	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	12.Order Cancellation/ Termination of Contract	12.Order Cancellation/Termination of Contract	Kindly make this clause mutual between both parties	Bidder to comply with RFP terms and conditions
49	36	Section G	4.Human Resource	4.Human Resource Requirement	As per mentioned scope, dedicated manpower would not be required. Please confirm.	Bidder to comply with RFP terms and conditions
50	38	SECTION G - GENERAL CONDITIONS	6. Inspection of Records	6. Inspection of Records	Kindly provide us with a 30 days prior notice to inspect	Bidder to comply with RFP terms and conditions
51	38	SECTION G - GENERAL CONDITIONS	8.Assignment	8.Assignment	Kindly make this clause mutual and kindly do not assign any financial obligations towards the service provider to any third party.	Bidder to comply with RFP terms and conditions



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52	39	SECTION G - GENERAL CONDITIONS	12. Exit Management Plan	12.1.Bidder/Vendor/Service Provider shall submit a structured & detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Bank.	We understand that Exit Management Plan needs to be submitted by selected vendor/service provider. Its documents are not to be submitted in bid set as of now. Please confirm if this understanding is correct.	Bidder to comply with RFP terms and conditions
53	39	SECTION G - GENERAL CONDITIONS	11. Confidentiality and Non-Disclosure	11. Confidentiality and Non-Disclosure	Kindly make the clause mutual between both parties	Bidder to comply with RFP terms and conditions
54	40	SECTION G - GENERAL CONDITIONS	13. Training and Handholding	13.1.Bidder /Vendor/Service Provider shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to	We understand that Training and Handholding needs to be performed by selected vendor/service provider. Its documents are not to be submitted in bid set as of now. Please confirm if this understanding is correct.	Bidder to comply with RFP terms and conditions
55	41	SECTION G - GENERAL CONDITIONS	15. Business Continuity Plan	15.1.The service provider/vendor/ Bidder shall develop and establish a robust Business Continuity and Management of Disaster Recovery Plan if not already developed and established so as to ensure uninterrupted and continued services to the Bank and to ensure the agreed upon service level.	We understand that Business Continuity Plan needs to be deployed by selected vendor/service provider. Its documents are not to be submitted in bid set as of now. Please confirm if this understanding is correct.	Bidder to comply with RFP terms and conditions
56	41	SECTION G - GENERAL CONDITIONS	18. Protection of Data	18. Protection of Data	Kindly make the clause mutual and as per applicable law	Bidder to comply with RFP terms and conditions
57	42	SECTION G - GENERAL CONDITIONS	20. Indemnity	20. Indemnity	Kindly make the indemnity clause mutual and kindly provide us with content indemnity	Bidder to comply with RFP terms and conditions
58	44	SECTION G - GENERAL CONDITIONS	23. Force Majeure	23. Force Majeure	Kindly add events of pandemic and epidemic into the definition	Bidder to comply with RFP terms and conditions
59	45	SECTION G - GENERAL CONDITIONS	24. Responsibilities of the Bidder	24. Responsibilities of the Bidder	Kindly add the responsibilities towards the bidder too	Bidder to comply with RFP terms and conditions
60	49	SECTION H - PURCHASE PREFERENCE	1. Micro & Small Enterprises [MSEs]	1.2.Under the amended Public Procurement Policy for MSEs, Order 2012, the Central Government Ministries/ Departments/ Public Sector Undertakings shall procure a minimum of 25 per cent of their annual value of goods or services from MSEs. (In	We understand that 1 MSME with at least 25% traffic shall be onboarded by Canara Bank for compliance to this point because this SOW requires expertise which established player can only provide. Please confirm if this understanding is correct.	Your understanding is not correct. Bidder to refer Public procurement policy for MSE.



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61	56	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	11. The Bidder must have successfully implemented project of International SMS services in in Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/ Central Government/ Reputed Private organizations with turnover more than Rs.1000 crore for the FY 2022-23, during last 3 years from the date of submission of bid.	Please note that most of the large Banks / PSUs do not release purchase order/work order / engagement letter. We sign agreement with them, please allow sharing agreement copy with masked commercials section in place of purchase order/work order / engagement letter. For further assurance, we can attach latest invoice copies with masked commercials along with agreements.	Bidder to comply with RFP terms and conditions
62	56	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	11. The Bidder must have successfully implemented project of International SMS services in in Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/ Central Government/ Reputed Private organizations with turnover more than Rs.1000 crore for the FY 2022-23, during last 3 years from the date of submission of bid.	Please note we have taken reference letters from our existing clients during previous RFP phase, which got cancelled. Clients have mentioned previous GeM bid number on these letters as per policy. Clients have long process of internal approvals due to which our request of updated reference letter with new GeM Bid number may get delayed/ even rejected	The reference letters from clients mentioning previous GeM Bid number will be accepted.
63	56	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	12. Bidder should have direct tie up/arrangements with minimum 2 operators/ service providers per country for the following: I. UAE II. Qatar III. Kuwait IV. Saudi Arabia V. Oman VI. US VII. UK	1. Please note that International Telecom Service Providers do not issue certificates, please allow deviation. Please allow self-declaration on bidder's letterhead. 2. Country-specific regulations regarding sender ID whitelisting and message delivery apply. The relevant documentation shall be provided by the Canara Bank team. Please confirm on this understanding.	Bidder to refer Corrigendum-1
64	60	Annexure-4 Bid Security Declaration	Annexure-4 Bid Security Declaration	Should be submitted by eligible MSEs/Startups on Company's letter head with company seal and signature of the authorized person	Karix Mobile falls under exempted category on GeM portal as we have Turnover of > 500 Cr in last 3 years. Hence, we would not submit the EMD/BG as per GeM portal rule. Please confirm if we need to submit Annexure-4 in technical bid set.	Bidder to refer RFP/GeM terms and conditions in this regards
65	62	Annexure 6	Non-Disclosure Agreement	Non-Disclosure Agreement	Kindly make the NDA mutual	Bidder to comply with RFP terms and Conditions



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494587 dated 10/10/2024 for Selection of Service Provider for Delivery of International SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
66	65	Annexure-9 Scope of Work	Annexure-9 Scope of Work	1.3.The vendor should make sure that the hardware is sufficient to support the Bank requirements during the contract period without any additional cost to the bank.	Please clarify: If this requirement is of a Middleware solution for supporting international SMS service Or SMS aggregator should maintain the enough hardware in their premise to support Bank's international SMS service	SMS aggregator should maintain the enough hardware in their premise to support Bank's international SMS service
67	65	Annexure-9 Scope of Work	Annexure-9 Scope of Work	2.3.The solution should have facility to interface with Bank's systems and should have the below facilities 2.3.1.Bank will give access to the SMS data generated at Bank's end and the application has to pick the SMSs and update the DLR back to the system.	As a SMS aggregator for international SMS service, we can provide API's which be integrated in bank's system or the middleware provided by Bank's vendor. We as a SMS aggregator would not have access to Bank's DB tables for pulling the SMS data and processing the International SMS request. hence we	Bidder to comply with RFP terms and Conditions
68	66	Annexure-9 Scope of Work	Annexure-9 Scope of Work	2.9.The delivery report should be updated in bank's middleware in real time and timestamp of vendor's server should be in sync with Bank's middleware server(NTP).	Please confirm if this RFP covers middleware solution also or not ? If it covers, please share the annexure for us to provide the middleware hardware specification that need to be placed in bank's premise	Bank will integrate with Bank's on premises vendor's middleware
69	66	Annexure-9 Scope of Work	Annexure-9 Scope of Work	2.10.Application(s) software, installation thereof, patch managements, maintenance of application(s) software should be done by the vendor without any additional cost to the bank.	Please confirm if this RFP covers middleware solution also or not ? If it covers, please share the annexure for us to provide the middleware hardware specification that need to be placed in bank's premise	Bank will integrate with Bank's on premises vendor's middleware
70	66	Annexure-9 Scope of Work	Annexure-9 Scope of Work	3.Dashboard, Portal, reports & Alerts •User wise, account wise and vendor wise SMS delivery monitoring should be possible through the dashboard.	As per this clause, vendor wise SMS delivery monitoring is being requested. As a SMS aggregator we won't have any visibility on this. please confirm if this RFP covers middleware solution also or not ? If it covers, please share the annexure for us to provide the middleware hardware specification that need to be placed in bank's premise	Bank will integrate with Bank's on premises vendor's middleware
71	66	Annexure-9 Scope of Work	Annexure-9 Scope of Work	3.Dashboard, Portal, reports & Alerts •Dashboard should be available in bank's intranet and also internet.	Dashboard can be made available in Bank's intranet only if middleware is in scope. please confirm if this RFP covers middleware solution also or not ? If it covers, please share the annexure for us to provide the middleware hardware specification that need to be placed in bank's premise	Bank will integrate with Bank's on premises vendor's middleware



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494587 dated 10/10/2024 for Selection of Service Provider for Delivery of International SMS and IVR Services for Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
72	67	Annexure-9 Scope of Work	Annexure-9 Scope of Work	3.4.The vendor should be able to provide the daily statistics with an auto generated mail to the mail-ids advised by the bank. The daily statistics of the previous day should contain at least but not limited to, the following fields: •Date •Total SMS received •Category of SMS •Total success •Total failed/expired •Total DLR pending •Total invalid •Total DND •Total number of retries	DND is not applicable for International SMS service. Kindly provide deviation for "Total DND" in reports format	Bidder to comply with RFP terms and Conditions
73	68	Annexure-9 Scope of Work	Annexure-9 Scope of Work	3.10 Portal should have the facility to update the DLT approved templates in bulk through excel upload.	DLT guidelines are not applicable for International SMS service. Kindly provide deviation to all such clauses mentioned under Scope of Work of RFP	Bidder to comply with RFP terms and Conditions
74	69	Annexure-9 Scope of Work	Annexure-9 Scope of Work	4.7.The vendor should provide the DLR with operator provided error code. 4.8.The delivery reports/error codes should match with the error codes given by the operators.	Various operators across the globe follow different error code nomenclatures, therefore for ease of understand we categorise them on the basis of root cause behind the failure. Hence we can provide the category wise error codes. Kindly accept and provide deviation	Bidder to comply with RFP terms and Conditions
75	69	Annexure-9 Scope of Work	Annexure-9 Scope of Work	4.10.The vendor should have capabilities to send SMS to all handsets and network types and on all telecom operators available in all countries without any exception.	Please allow deviation in case of uncontrollable factors due to local telecom service provider/s of specific countries.	Bidder to comply with RFP terms and Conditions
76	69	Annexure-9 Scope of Work	Annexure-9 Scope of Work	4.14.Proposed solution should support Oracle database. If proposed solution does not support Oracle database, vendor has to provide licensed version of supporting database free of cost.	Please confirm if this RFP covers middleware solution also or not ? If it covers, please share the annexure for us to provide the middleware hardware specification that need to be placed in bank's premise	Bank will integrate with Bank's on premises vendor's middleware



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494587 dated 10/10/2024 for Selection of Service Provider for Delivery of International SMS and IVR Services for Canara Bank

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77	70	Annexure-9 Scope of Work	Annexure-9 Scope of Work	5.VMN/Short code Services	VMN and short code procurement policies are completely dependent on operators of the specific countries and they vary country to country. The compliances which are being requested under this clause are not applicable to International VMN/Short code procurement procedures. kindly make the deviation here and keep it open in the RFP. as per your request, we will procure and provide the VMN and short code as per the policies.	Bidder to comply with RFP terms and Conditions
78	71	Annexure-9 Scope of Work	6.5. Categories of IVR	Promotional bulk calls: calls with pre-recorded voice message with pulse rate of 100 seconds should be initiated to the customer mobile numbers.	Please elaborate on the pulse rate of 100 seconds, does it mean pre-recorded voice message duration OR maximum time of call post which it should be dropped?	Maximum time of call post
79	71	Annexure-9 Scope of Work	Annexure-9 Scope of Work	8.Onsite support & Back up logs	Please confirm if this RFP covers middleware solution also or not. On-site support can be provided and quantified in case Middleware is in scope of this RFP. Kindly confirm, or please provide deviation on this clause	Bidder to comply with RFP terms and Conditions
80	74	Annexure - 9(A)	Annexure - 9(A)	Cloud Security Checklist to be submitted by bidder (If Applicable):	We would use physical servers for DC & DR setup within Bank's premise for middleware solution deployment, and would not use any Cloud Service Provider like AWS or Azure for deploying middleware solution. Our SMS platform for processing messages is also deployed in Data centres located at physical locations with DC & DR setup. Hence, Annexure - 9(A) is not applicable for us. kindly confirm	Annexure - 9(A) is applicable only for bidders who has DC/DR setup in cloud.
81	74	Annexure - 9(A)	Annexure - 9(A)	Cloud Security Checklist to be submitted by bidder (If Applicable):	Our SMS platform for processing International SMS is completely deployed in Data centres on physical server machines, located in India. Hence, Annexure - 9(A) is not applicable to us. Kindly confirm	Annexure - 9(A) is applicable only for bidders who has DC/DR setup in cloud.
82	83	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	4. Bidder should have direct tie up/arrangements with minimum 2 operators/ service providers per country. (mandatory countries- UAE, Qatar, Kuwait, Saudi Arabia, Oman, US & UK). Marks will be given for tie-up with countries other than	Please note that International Telecom Service Providers do not issue certificates, please allow deviation. Please allow self-declaration mentioning list of countries on bidder's letterhead.	Bidder to comply with RFP terms and conditions



Pre bid Queries for the GeM Bid ref no. GEM/2024/B/5494587 dated 10/10/2024 for Selection of Service Provider for Delivery of International SMS and IVR Services for Canara Bank

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83	83	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	5. Delivery success rate of international SMS. The success rate will be considered for any one organization for which experience has been submitted under clause 2. Success rate %age: ≥95% & 100%- 15 marks ≥92%-95%- 10 marks ≥90% & <92%- 5 marks <90%- No marks <i>Bidder has to submit Certificate from concerned organizations.</i>	(a) Please would exclude the uncontrollable factors which are outside the purview of bidder while calculating success rate % - Invalid mobile number, Inbox full, Mobile number, blacklisted, DLT failure due to client, DND. Please confirm. (b) Clients would not share confirmation on success rate % from their side as this clause is related to quality of their database and we cannot disclose anything related to database as we have NDA executed with all prestigious accounts. Kindly remove this clause.	a. Bidder to comply with RFP terms and conditions b. Bidder to comply with RFP terms and conditions
84	83	Annexure-10 Technical Evaluation Criteria	Section B -Technical Evaluation Scoring Criteria	6. Bidder's Presentation/ Demonstration	We do not have to submit the presentation in technical bid set, it needs to be presented when we would be called for presentation. Please confirm if this understanding is correct.	Yes your understanding is correct, Presentation to be conducted as per the schedule provided by Bank after opening of technical bid.
85	92	Annexure-17	Annexure-17	Letter for EMD Return (if applicable)	Karix Mobile falls under exempted category on GeM portal as we have Turnover of > 500 Cr in last 3 years. Hence, we would not submit the EMD/BG as per GeM portal rule. Annexure-17 is not to be submitted by us. Please confirm if this understanding is correct.	If bidder is exempted for submission of EMD, Annexure-17 is not applicable
86	98	Appendix-E	Appendix-E	Proforma of Bank Guarantee for Contract Performance	Appendix-E is to be submitted by selected vendor and not to be submitted in technical bid set. Please confirm if this understanding is correct.	Appendix-E is to be submitted by selected vendor.
87	108	Appendix-G	Appendix-G	Draft Contract Agreement	Appendix-G is to be submitted by selected vendor and not to be submitted in technical bid set. Please confirm if this understanding is correct.	Appendix-G is to be submitted by selected vendor.
88	111	Appendix G	Draft Contract Agreement	10. Order Cancellation/Termination	Kindly make the clause mutual to the extent of termination	Bidder to comply with RFP terms and Conditions
89	114	Appendix G	Draft Contract Agreement	14. Indemnity	Kindly make the clause mutual and kindly provide us with content indemnity and violation of applicable laws indemnity.	Bidder to comply with RFP terms and Conditions
90	NA	NA	Limitation of Liability	NA	Limitation of Liability is not mentioned and is thus uncapped. Kindly cap the Limitation of Liability to 12 months receivables	Bidder to comply with RFP terms and Conditions

Date 23-10-2024

Place Bangalore


General Manager

