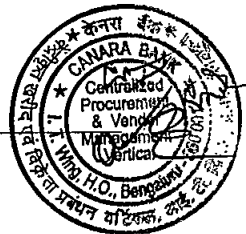
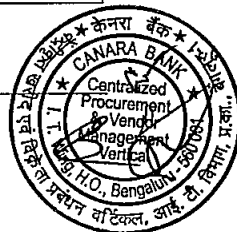


Replies to the pre bid queries to GeM Bid ref no. GEM/2023/B/3840617 dated 17/08/2023 for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Robotic Process Automation Solution in Canara Bank for 5 years.

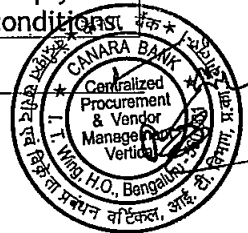
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder 's Query	Bank's Reply
1	22	Penalties & Liquidated damages	10.5	1.1. Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% of the quarterly Resident resource charges payable to the selected bidder for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% of the total quarterly charges payable for Resident Resources.	Request to modified the penalty & LD clauses as below 1. When resource goes on leave for less than one week no penalty to be imposed 2. As the payment payable is on monthly in arrears as per the payment terms, we requested you to modify as 0.5% of the monthly resident resource charges payable for each week on the amount of payable for that resource	Bidder to refer corrigendum.



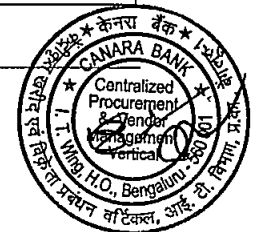
2	13	<u>SECTION C</u> - <u>DELIVERABLE AND SERVICE LEVEL AGREEMENTS</u>	12. <u>Escrow arrangement</u>	12. <u>Escrow arrangement</u>	We assume to Escrow arrangement is being asked by the Bank only for the development code which the bidder would have above the OEM software. And its not for the OEM software. Pls confirm.	Bidder to refer Corrigendum.
3	26	<u>SECTION C</u> - <u>DELIVERABLE AND SERVICE LEVEL AGREEMENTS</u>	13. Scope involved during Contract period:	13.6. Only licensed copies of software shall be supplied. The selected Bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.	RPA industry doesn't provide perpetual licenses. Please correct 'perpetual' to subscription licenses.	Bidder to refer Corrigendum.
4	12	<u>SECTION B</u> - <u>INTRODUCTION</u>	6. <u>Participation methodology</u> :	6.4 In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor	The Annexure-16 does not mention the clause in 6.4 here. The OEM will not be able to take complete responsibility on behalf of the bidder for providing end-to-end solution. Can this be removed/modified?	Bidder to comply with RFP terms and conditions.



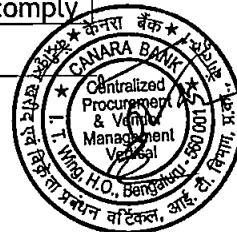
				certificate for the proposed solution as per Annexure-16.		
5	78	Annexure-10	<u>Technical Evaluation Criteria</u>	17. There should be features for User Management, Password Management; password masking and the complexities for the same should be configurable.	Please define the scope if AD integration, and which type of AD with number of users.	The solution should be capable of having the mentioned features for User Management and Password Management. The password masking should be available for the processes that uses password while doing automation.
6	79	Annexure-10	<u>Technical Evaluation Criteria</u>	23. Product should be able to configure event logging and filter by object type (i.e. Button, Textbox, Form, Checkbox, etc.). The logging should be automatic without having to define each field. However, overrides should be able to be applied to each field if required. For example, you should be able to configure the ability to log any data changes to any text field, except the values associated with changes to sensitive / PII data fields like "Credit Card Number".	Does it mean credit card number should not be logged?	The solution should be capable of handling PII data with appropriate privacy. Even during logging, the data classified as or identified by Bank as PII, should be masked as per Bank's discretion
7	79	Annexure-10	<u>Technical Evaluation Criteria</u>	29. Shall support non-positional, deterministic object matching and should allow flexible, configurable match rules.	We have PDF onboarding process, which allows flexible and configurable rule. Hope it	Your understanding is correct. Bidder to comply RFP terms and conditions.



					suffice the requirement. Please confirm	
8	77	Annexure-10	<u>Technical Evaluation Criteria</u>	Infrastructure: Support Remote Desktop Automation	does it mean 2 client application running in single workflow	No. The bot should be capable of running automation process in any remote machine such as but not limited to desktop, VDI, as well.
9	77	Annexure-10	<u>Technical Evaluation Criteria</u>	Infrastructure: 4.Solution should be able to integrate with Email and WhatsApp.	Do we need to manage sending and receiving whats app messages or anything else in the scope	The solution should be capable of integrating with email and Whatsapp. Any mail/messages received should be handled by the automation engine to extract data as per the requirement of the Bank.
10	60	Annexure-2- Pre-Qualification Criteria.	S.no 6	The Bidder should have successfully implemented / maintaining the proposed solution / any similar solution during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India / Financial Regulatory bodies / Foreign Banks.		No query addressed
11	60	Annexure-2- Pre-Qualification	S.no 5	If the bidder is an authorized partner/ dealer/ distributor, an authorization letter from their OEM/ OSO/ OSD to deal/market their product in India	This may be waived as the OEM is providing the confirmation on authorising us as authorised partner in MAF letter.	Bidder to comply with RFP terms and conditions.

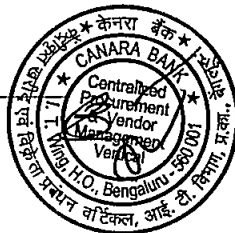


		on Criteria.		and it should be valid for entire contract period from the date of submission of the bid.		
12	69	Annexure - 9 Scope of work	1.General:	d.Both DC & DR Setups should be individually capable of catering to the entire requirements and scope as mentioned in the RFP.	Please Clarify whether DR Setup should be similar to that off DC (matching one to one)	Your understanding is correct. Bidder to comply RFP terms and conditions.
13	69	Annexure - 9 Scope of work	1.General:	f. The Bidder shall be responsible for Supplying, Installing, Integrating & Maintaining the Comprehensive Robotic Process Automation (RPA) Solution, including the necessary Licenses, Hardware, Storages, Software, Middleware, Databases, Operating Systems, tools (required to implement bank's processes), ATS / Warranty / AMC support. Warranty Support shall be available for minimum 1 year and AMC Support for	Middle Ware may differ from application to application. Hence Bank has to provide the same.	This is a turnkey solution which includes all components. The clause says about the middleware requirement to deploy the RPA solution. Bidder has to ensure that all components required to run RPA solution should be deployed without any bank dependency and without any additional cost to bank. Bidder to comply RFP terms and conditions.
14	69	Annexure - 9 Scope of work	1.General:	g. The Bidder shall provide a draft implementation plan vetted by the OEM along with the technical bid. The proposed solution / design architecture should be endorsed by	Please Clarify regarding submission of Draft implementation plan vetted by the OEM as already time line fixed for delivery and	The draft plan should be submitted along with the technical Bid. Bidder has to comply



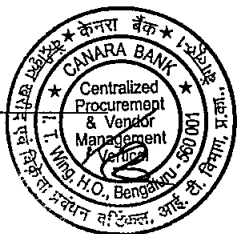
				the OEM for implementing best practices and security standards.	installation of Hardware ware and software including licenses. Further there is no processes involved for implementation of existing process.	RFP terms & Conditions
15	70	Annexure - 9 Scope of work	1.General:	h. The Bidder shall configure the solution in such a way that it suits best with the Bank's infrastructure, vetted by the OEM and approved by the Bank.	Clarification is needed	The entire solution should be deployed in DC and DRC 1:1. The High Availability should be built in Active-Passive mode between DC and DRC. Bidder has to comply RFP terms & Conditions
16	70	Annexure - 9 Scope of work	1.General:	As per the present requirements of the Bank, Bidder has to provide the followings: <ul style="list-style-type: none"> • One (1) assignment, execution, monitoring utility / Control Room / Orchestrator (can accumulate minimum 20 robots on day 1 and should be capable of scaling up to 100 robots at any time during the Contract Period). • Three (3) Robot Design / Creator/ Development Studio. • Six (6) Unattended Robots (any number of process can be accumulated in one u-bot and can run 24x7 without human intervention). 	Other licenses mentioned in the BOM will be supplied as and when required. The licenses mentioned in Annexure 9 (p) is for DC. Whether similar set up is required for DR site also. Please clarify	Bidder has to include all licenses that are required for smooth functioning of the RPA solution as per the scope of work mentioned in the RFP. Bidder has to comply RFP terms & Conditions

19	71	Annexure - 9 Scope of work	1.General:	y. The Bank also reserves the right to add / surrender licenses at any time as per the requirements of the Bank during the Contract Period and the payments will be done on a pro-rata basis from / till the month of addition / surrender of such licenses.	Presently there is no provision for surrender of RPA Licenses in middle of the validity. However, bank can stop the renewal. Hence request the bank to modify this clause accordingly.	Bidder to refer corrigendum.
20	71	Annexure - 9 Scope of work	1.General:	z. Bidder should ensure resource* utilization by the solution has to be below 60% at any point of time during contract period. If resource utilization will cross 60%, Bidder has to arrange additional requirement to maintain utilization percentage to below 60% at no extra cost to the Bank. (*resource may include CPU, Memory, Storage, Database & any other equipment).	This clause may be modified as at Cost, as utilisation will vary on the basis of number of additional processes to be implemented and the data involved. If Banks automate more processes with more data involved, the HW/SW has to be increased on the same and cannot be measured without details of additional processes and data volume to be automated.	Based on the Bank's day 1 requirement, the bidder has to factor all components of the RPA solution considering the processes are resource hungry, so that the resource utilization is maintained as per the RFP. Whenever there is any additional licenses required, the bank will procure the proportionate hardware accordingly. Bidder has to comply RFP terms & Conditions



21	72	Annexure - 9 Scope of work	5- <u>Operational Support:</u>	a. Provide support for newly developed processes and change request of existing processes also	Please Clarify about the support of existing process already upend running	Bidder has to support newly developed processes and its upcoming change request subsequently. Bidder has to comply RFP terms & Conditions
22	72	Annexure - 9 Scope of work	6- <u>Onsite Resource/Support:</u>	a.The Onsite support resource should have certification on the proposed RPA solution along with minimum Graduate Qualification. L1 resource should have at least 2-3 years' experience in the proposed RPA solution. (Experience Certificate, Graduation / Post Graduation Certificate and Professional Course Completion Certificate on the proposed RPA solution have to submit with this Annexure).	For onsite support resources L-1, experience may be reduced to 1 - 2 years.	Bidder to comply with RFP terms and conditions
23	73	Annexure - 9 Scope of work	6- <u>Onsite Resource/Support:</u>	b.The Onsite support resource should have certification on the proposed RPA solution along with minimum Graduate Qualification. L2 resource should have at least 4-5 years' experience in the proposed RPA solution. (Experience Certificate, Graduation / Post Graduation Certificate and Advanced Professional Course Completion Certificate on the proposed RPA solution have to submit with this Annexure).	Bank has mentioned as onsite support resources L-2. We think they are for Development purpose only.	Roles & Responsibilities of Onsite resources are well defined in Annexure-9 under point number 6- Onsite Resource/Support. Bidder has to comply RFP terms & Conditions.

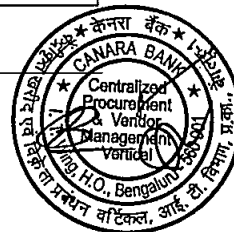
24	73	Annexure - 9 Scope of work	<u>6-Onsite Resource/Support:</u>	d.The Bidder should provide 24x7 (8 hours per shift) dedicated onsite L1 support for the operations, monitoring, maintenance, support and bug fixes of the proposed RPA Solution including automated processes at the Bank's IT Headquarters at Bangalore. At least one L1 support resource should be available onsite at any point of time during the contract period.	Please clarify : 3 L-1 resources are for Support only . All the 3 L-1 support resources are to be onsite 24/7 and present on all the 365 days. As per the law, any employee has to get one day weekly off after completion of 6 days. Hence 3 L-1 resources may not be able to meet the Banks requirement. Hence may be increased to 4 resources. Extra one can act as substitute in case leave / weekly off and he can assist the development also on other days.	At least one L1 support resource should be available onsite at any point of time during the contract period. Bidder has to factor the same in BOM. Bidder has to comply RFP terms & Conditions
25	73	Annexure - 9 Scope of work	<u>6-Onsite Resource/Support:</u>	g.The alternate resource(s) for L1 and L2 with similar skill will be made available to the Bank if assigned resource(s) goes on leave (Experience Certificate, Graduation / Post Graduation Certificate and Professional/Advanced Course Completion Certificate on the proposed RPA solution have to be submitted for alternate resource(s)).	May be relaxed for less than 2 days leave taken by L-1 and L-2 resources as the company is permitting 2 days leave per month to all our employees as per our policy.	Bidder to comply with RFP terms and conditions



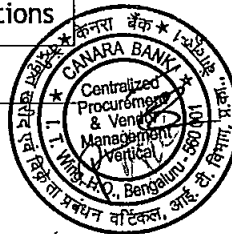
26	74	Annexure - 9 Scope of work	<u>6-Onsite Resource/Support:</u>	p. Creating and managing environments for Integration Testing and User Acceptance Testing.	As per best practices , it is advisable to have Separate Environment for Testing of developed processes. Testing in production environment will have critical risks if some things go wrong. Hence requested to thought of providing the same.	Bidder has to comply RFP terms & Conditions
27	74	Annexure - 9 Scope of work	<u>6-Onsite Resource/Support:</u>	If the performance of any Onsite Resources is not satisfactory, Bidder has to replace such resources within 30 days from the date of communication from the Bank.	May be modified as 45 days in case of L-1 and 60 days in case of L-2 resources as there will be minimum notice period of 30 to 60 to substitute as replacement	Bidder has to comply RFP terms & Conditions
28	74	Annexure - 9 Scope of work	<u>7- Knowledge Transfer</u>	b.During contract period If Bank requires any knowledge transfer to Bank's empanelled / authorised partner, Bidder should arrange knowledge transfer session at the Bank's IT Headquarters, Bangalore at no extra cost to the Bank.	Please clarify, under which circumstances this situation arises	This is the standard clause for knowledge transfer of existing services. Bidder has to comply RFP terms & Conditions



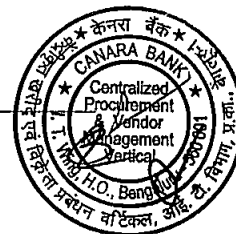
29	69	Annexure - 9 Scope of work	1. General	b. The solution should be able to cater to the present requirements of Bank during the contract period. The architecture and configurations shall be drawn in such a way that the entire solution is sizable to cater at least 20 robot connections on day 1 and should be capable of scaling up to at least 100 robot connections at any time during the Contract Period.	Is there an existing infrastructure with the bots currently functioning, if so please outline the current infrastructure of the Automation environment along with the BoM for automation environment	This RFP is the fresh requirement of RPA solution, so no where related to existing infrastructure. Bidder has to comply RFP terms & Conditions
30	69	Annexure - 9 Scope of work	1. General	e. The Bidder shall be responsible for requirement gathering, designing, building and testing of the RPA solution, so as to ensure end-to-end automation of the processes with little to no manual intervention.	What kind of applications are currently automated or are expected to be part of the automation (Thick client, Thin clients, windows based, linux based, Mainframes etc)	This RFP is the fresh requirement of RPA solution, so no where related to existing infrastructure. Bidder has to comply RFP terms & Conditions.
31	71	Annexure - 9 Scope of work	1. General	z. Bidder should ensure resource* utilization by the solution has to be below 60% at any point of time during contract period. If resource utilization will cross 60%, Bidder has to arrange additional requirement to maintain utilization percentage to below 60% at no extra cost to the Bank. (*resource may include CPU, Memory, Storage, Database & any other equipment).	What is the complexity of the processes that are currently automated and would there be any statistics defining the current utilization of the hardware, on which the automation environment is deployed How many number of processes are currently automated.	This RFP is the fresh requirement of RPA solution, so no where related to existing infrastructure. Bidder has to comply RFP terms & Conditions



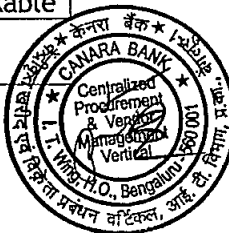
32	72	Annexure - 9 Scope of work	3. Security Features:	Point b. Prevention of Unauthorized access: The system shall integrate with Bank's existing access control mechanisms - Privileged Identity Management solution and Active Directory.	How many number of processes are currently automated	This RFP is the fresh requirement of RPA solution, so no where related to existing infrastructure. Bidder has to comply RFP terms & Conditions
33	73	Annexure - 9 Scope of work	6. Onsite Resource/Support	Point b. The Onsite support resource should have certification on the proposed RPA solution along with minimum Graduate Qualification. L2 resource should have at least 4-5 years' experience in the proposed RPA solution. (Experience Certificate, Graduation / Post Graduation Certificate and Advanced Professional Course Completion Certificate on the proposed RPA solution have to submit with this Annexure).	For support - Would there be any statistics on the number of issues reported (daily or monthly)	This RFP is the fresh requirement of RPA solution, so no where related to existing statistics. Bidder has to comply RFP terms & Conditions
34	75	Annexure - 9A	SI.NO 3	Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)	Please clarify if proposed database is other than Oracle, the price quoted in this column	Bidder to comply RFP terms and conditions



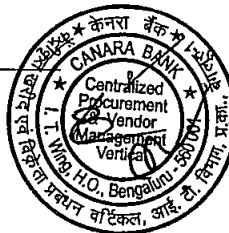
		<u>Sizing of Hardware including Software/ OS for DC & DRC</u>			will be excluded for arriving the L-1 as the bidder with Oracle DB will have advantage over other DBs	
35	80	<u>Annexure-10 Technical Evaluation Criteria</u>	Section - B	S.no.1 The bidder having experience in implementation of the proposed RPA Solution in an Indian BFSI (Banking, Financial Sectors and Insurance) organization. (POCs done will not be treated as experience of the bidder)	Please Clarify, Is the Purchase Orders and Copy of invoices submitted will be sufficient to meet this Criteria or Letter from the Banks are required for experience, processes implemented in PSU, Scheduled Commercial Banks.	Bidder to comply RFP terms and conditions
36	78	<u>Annexure-10 Technical Evaluation Criteria</u>	Section - A INFRASTRUCTURE	S.no 12.Solution should be able to integrate with Artificial Intelligence whenever required.	Pls provide details of what is expected from Integration with AI Tools ? Any specific AI tool is there in place or to e procured ?	RPA solution should be capable to work with industry standard AI tool as per Bank's future requirement. Bidder has to comply RFP terms & Conditions
37	78	<u>Annexure-10 Technical Evaluation Criteria</u>	Section - A INFRASTRUCTURE	14. Strong support for documents that need high-accuracy reading of fine-grained text, such as KYC documents, Bank statements, security documents, profit and loss statements, income tax returns, etc.	Pls provide some samples of Documents with variations which needs High Accuracy Reading mentioned here	It may be PDF or scan copy such as but not limited to KYC documents, Invoices, Bank statement etc. Bidder has to comply RFP terms & Conditions



38	78	Annexure-10 <u>Technical Evaluation Criteria</u>	Section - A INFRASTRUCTURE	16. Solution should be capable to automate Bulk invoices processing (Reading of the native pdf files with accuracy and Extraction of all fields in the form of excel sheet from invoices like invoice no, invoice date, Basic amount, tax details, Invoice amount, GSTIN of vendor, GSTIN of Canara Bank, HSN/SAC Code, claim period, circuit id, location details, bandwidth, purchase order details etc. and Verification of digitally signed invoices)	Pls provide some Invoice samples with variations which needs Accuracy & data Extraction from fields mentioned here.	It is a standard PDF invoices raised by third party service provider. Bidder has to comply RFP terms & Conditions
39	78	Annexure-10 <u>Technical Evaluation Criteria</u>	Section - A INFRASTRUCTURE	27. Ability to incorporate deep-learning based OCR software, or alternatively standard 3rd party modules for optical character recognition (OCR - for scans of printed or documents) and intelligent character recognition (ICR - for handwritten text), to read a variety of documents.	Pls specify if any OCR in Place or planning to procure to read variety of Doc?	RPA solution should be capable to work with industry standard OCR tool as per Bank's future requirement. Bidder has to comply RFP terms & Conditions
40	78	Annexure-10 <u>Technical Evaluation Criteria</u>	Section - A INFRASTRUCTURE	25. Should depict screen coordinates across all resolutions (800*600 to 4K resolutions) and be capable to perform image in image recognition / optimized image recognition to prevent wrong clicks.	Pls elaborate with example - What do you mean by capable to perform image in image recognition / OCR to prevent wrong clicks?	RPA solution should be capable to read & recognize text within a Digital Image, Some time clickable buttons of any application are in image, in this case solution should have capability to handle such clickable

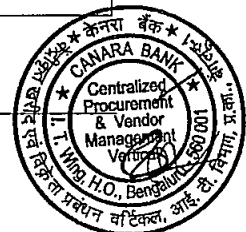


						buttons. Bidder has to comply RFP terms & Conditions
41	78	Annexure-10 <u>Technical Evaluation Criteria</u>	Section - A INFRASTRUCTURE	13. Capability to incorporate sophisticated text analytics and Natural Language Processing (NLP).	Please modify this as - Strong support for documents that need high-accuracy reading of fine-grained text, such as KYC documents, Bank statements, security documents, profit and loss statements, income tax returns, etc.	RPA solution should be capable to work with industry standard NLP tool as per Bank's future requirement. Bidder has to comply RFP terms & Conditions
42	60	Annexure 2 <u>Pre-Qualification Criteria:</u>	S.no 7	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	AS an MSME + Startup, can we have exemption on this clause	Bidder has to comply RFP terms & Conditions
43	60	Annexure 2 <u>Pre-Qualification Criteria:</u>	S.no 6	The Bidder should have successfully implemented / maintaining the proposed solution / any similar solution during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India / Financial Regulatory bodies / Foreign Banks.	We request the same to be modified as - "The Bidder/OEM should have successfully implemented / maintaining the proposed solution / any similar solution during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India / Financial Regulatory bodies / Foreign Banks".	Bidder has to comply RFP terms & Conditions

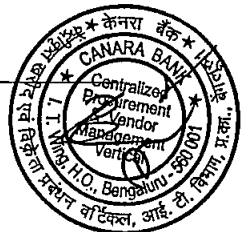


				minimum 1 year and AMC Support for minimum 4 years thereafter. (Bank will provide Desktop/laptop for Onsite resources)		
47	73	Annexure 9 Scope of Work	6. Onsite Resource/Support:	D) The Bidder should provide 24x7 (8 hours per shift) dedicated onsite L1 support for the operations, monitoring, maintenance	Does this mean Bank need dedicate support persons in all 3 shifts Till 5 Years?	Yes, Your understanding is correct. Bidder has to comply RFP terms & Conditions.
48	73	Annexure 9 Scope of Work	6. Onsite Resource/Support:	e) The successful Bidder should arrange two (2) L2 resources at our Office in Bangalore during office hours (10 AM to 7 PM) on all Bank working days for onsite requirement gathering, development, testing, deployment, operations, maintenance, enhancement, support and bug fixes of RPA Solution including automated processes, at no extra cost to Bank.	Pls provide details on landscape and Places of Software / RPA Implementation & Support needed.	Onsite resource should be present physically at our Office in Bangalore as per RFP terms & conditions. Bidder has to comply RFP terms & Conditions
49	69	Annexure - 9 Scope of work	1.General:	b) The solution should be able to cater to the present requirements of Bank during the contract period. The architecture and configurations shall be drawn in such a way that the entire solution is sizable to cater at least 20 robot connections on day 1 and should be capable of scaling up to at least 100 robot connections at any time during the Contract Period.	Could you pls elaborate on Automation Use Cases / Scenraio where you need least 20 robot connections on day 1 and should be capable of scaling up to at least 100 robot connections at any time during the Contract Period ?	The use cases will be shared to the successful bidder. Bidder has to comply RFP terms & Conditions
50	69	Annexure 9,	1 General:	b) The solution should be implemented at the Bank's DC	Is Canara Bank Open for Pulbic Cloud Option provided by AAI ?	Deployment of the RPA solution should

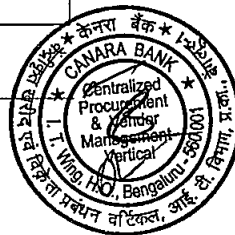
		Scope of work		Location at Bangalore, along with a complete DR Setup at Bank's DRC Location at Mumbai. Both DC & DR Setups should be available in Active-Passive Mode with High Availability and should be switchable from DC to DR and vice-versa anytime.	OR the deployment have to happen on Banks DC only?	be On-Prem at Bank's DC & DRC location.
51	69	Annexure 9, Scope of work	1 General:	m. The Bidder shall study and automate identified processes using the tools and utilities offered by the RPA solution. Also, the Bidder should provide recommendations, accelerators, tools and methods to enhance the delivery of process automations	We would need Automation Use Cases List with Volumetric details - We sure can provide required recommendations, accelerators, tools and methods to enhance the delivery of process automations.	The use cases will be shared to the successful bidder. Bidder has to comply RFP terms & Conditions
52	69	Annexure 9, Scope of work	1 General:	p. • One (1) assignment, execution, monitoring utility / Control Room / Orchestrator (can accumulate minimum 20 robots on day 1 and should be capable of scaling up to 100 robots at any time during the Contract Period). • Three (3) Robot Design / Creator/ Development Studio. • Six (6) Unattended Robots (any number of process can be accumulated in one u-bot and can run 24x7 without human intervention). • One (1) Attended Robot (one a-bot can accumulate any number of processes and can run 24x7 with human intervention).	Could you pls share Use Cases with Volumetrics which was the basis of arriving at 3 Creators, Six (6) Unattended Robots, One (1) Attended Robot etc. ?	The use cases will be shared to the successful bidder. Bidder has to comply RFP terms & Conditions



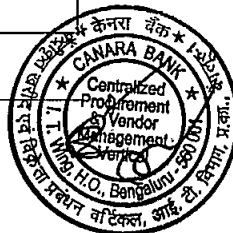
53	77	Annexure-10	Section A - Bidder's compliance to Functional and Technical Requirements	Bidder has to provide details of the infrastructure, hardware, software, power supply, storage and connectivity with annexure-9 (A).	Can the bidder tie up with a third party to provide hardware/infrastructure requirements? Will a consortium of bidder + OEM + third party hardware/infrastructure provider be permitted?	Bidder has to comply RFP terms & Conditions.
54	81	Annexure-10	Section B - Bidder's capability including proven relevant experience and capabilities of identified professionals for the project"	The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) in India by bidder & currently running. (POCs done will not be treated as experience of the bidder)	Can this criteria be relaxed?	Bidder has to comply RFP terms & Conditions.
55	79	Annexure-10	24, 27	AI, ML, ICR requirements	Does the bank expect this to be part of RPA solution and to be deployed on premise? Or these requirement refers to capabilities to integrate with AI solutions?	RPA solution should be capable to integrate and work with industry standard tools as per Bank's future requirement. Bidder has to comply RFP terms & Conditions



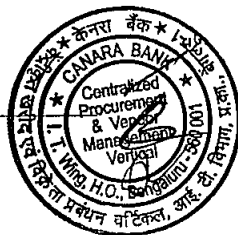
56	78	Annexure-10	12	Solution should be able to integrate with Artificial Intelligence whenever required.	Does Bank have any OCR, Chat Bot, AI/ML components already deployed for operations	No. Bidder has to comply RFP terms & Conditions
57	78	Annexure-10	13	Capability to incorporate sophisticated text analytics and Natural Language Processing (NLP).	Does Bank have any OCR, Chat Bot, AI/ML components already deployed for operations	No. Bidder has to comply RFP terms & Conditions
58	80	Annexure-10	27	Ability to incorporate deep-learning based OCR software, or alternatively standard 3rd party modules for optical character recognition (OCR - for scans of printed or documents) and intelligent character recognition (ICR - for hand-written text), to read a variety of documents.	Does Bank have any OCR, Chat Bot, AI/ML components already deployed for operations	No. Bidder has to comply RFP terms & Conditions
59	89	Annexure-15 Bill of Material	Table -C Enterprise License Cost of proposed	Any AI/ML License cost for Min Unit* Other# Document Understanding License cost for Min Unit*	Since this RFP and tender follow Reverse auction for selection of bidder, we request the bank to confirm the final Bill of Material.	Bidder to refer corrigendum.



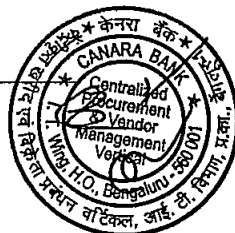
			RPA Solution for 5 years contract period for Annual Subscription		The Bill of material is not clearly defined and uniform for all the bidders because of these open items. Hence, it is difficult for the bidders to quote one single price commercials to win in Reverse auction.	
60	89	Annexure-15 Bill of Material	Table -C Enterprise License Cost of proposed RPA Solution for 5 years contract period for Annual Subscription	AI/ML License cost for Min.Unit*	<p>We propose removing this component. AI/ML is too varied and market is too immature to charge a per unit cost.</p> <p>AI/ML is a very broad term. In RPA the types of AI/ML technologies that can be leveraged are varied and cannot be evaluated or costed for under one bucket of AI/ML without understanding the specifics of bank's use-case.</p> <p>AI/ML within IPA can be classified under 2 sections.</p> <p>AI/ML that is inbuilt into the platform to enhance RPA offerings: AI/ML for intelligent process discovery, Ai/ML imposing coding best practices and analysing code created by developers, AI/ML for Intelligent</p>	Bidder to refer corrigendum.



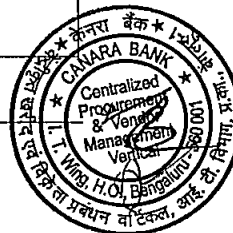
					<p>document processing, Ai/ML for improving resiliency of Image based automation . This one term covers which use case of AI ML. We also support best in class integrations with third party Point AI/ML solutions.</p> <p>AI/ML, best in class third party solutions across areas of conversational ai, data science, genAi, etc. The rest of the AI/ML requirements are usually catered integration specific best in class point solutions of conversational AI, Data science AI Generative AI, RPAAS etc. offered by various third party vendors like Google contact center AI, DataRobot, CoreAi, gupshup, live person, indico data, alteryx, IBM watson, Google Vertex AI, Microsoft Azure OpenAi, OpenAi, AWS bedrock etc. No in-built RPA capability offer or match these best in class use-case specific solutions.</p>	
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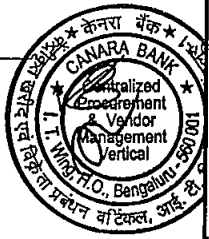
61	89	Annexure-15 Bill of Material	Table -C Enterprise License Cost of proposed RPA Solution for 5 years contract period for Annual Subscription	AI/ML License cost for Min Unit*	<p>The number of documents is not mentioned in the RFP or in Bill of materials. The bidders can not quote for the undefined license items.</p> <p>Also, the Bank has asked for the data extraction capability in the scope of work.</p> <p>Hence we request the Bank to replace this license component - Document Automation with extraction for 100000 pages and document classification of 50,000 pages.</p>	AI/ML license that comes as minimum unit bundle as per the OEM can be provided in the BoM. Bidder has to comply RFP terms & Conditions
62	89	Annexure-15 Bill of Material	Table -C Enterprise License Cost of proposed RPA Solution for 5 years contract period for Annual Subscription	Document Understanding License cost for Min Unit*	<p>The number of documents is not mentioned in the RFP or in Bill of materials. The bidders can not quote for the undefined license items.</p> <p>Also, the Bank has asked for the data extraction capability in the scope of work.</p> <p>Hence we request the Bank to replace this license component - Document Automation with extraction for 100000 pages and document classification of 50,000 pages.</p>	The license that comes as minimum unit bundle as per the OEM can be provided in the BoM. Bidder has to comply RFP terms & Conditions



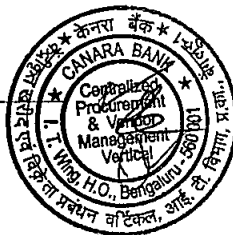
63	94	Annexure-16 Manufacturer Authorization Form	Annexure-16 Manufacturer Authorization Form	We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for total Contract Period.	We request the Bank to modify the clause as - We also confirm that the proposed software offered by the bidder to the Bank are correct, and provided on as is basis. We also agree to support our product provided to bank throughout the "End of Life" and "End of Support" as per our polices.	Bidder has to comply RFP terms & Conditions
64	94	Annexure-16 Manufacturer Authorization Form	Annexure-16 Manufacturer Authorization Form	We hereby commit to the GeM bid terms and conditions and will not withdraw our commitments during the process and or during the period of contract.	We request the Bank to modify the clause as - We hereby commit to the GeM bid terms and conditions and will not withdraw our commitments during the process and or during the period of contract. This letter should be read in conjunction with the signed software On-premise License Agreement/Cloud Agreement.	Bidder has to comply RFP terms & Conditions
65	94	Annexure-16 Manufacturer Authorization Form	Annexure-16 Manufacturer Authorization Form	We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the GeM bid and the contract for the solution, products/equipment and services offered against this invitation for GeM bid offer by the above firm and will extend technical support and updates	We request the Bank to modify the clause as - We (Manufacturer/Original Software Owner/Developer) hereby extend our warranty as per terms and conditions of On-premise License Agreement/Cloud Agreement and will extend technical	Bidder has to comply RFP terms & Conditions



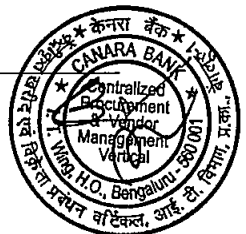
				and ensure availability of spares including processors for our products for contract period from the date of installation.	support and updates for our software and services for contract period from the date of installation.	
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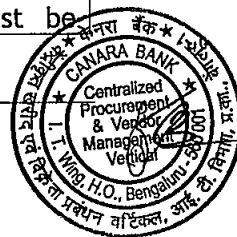
66	94	Annexure-16 Manufacturer Authorization Form	Annexure-16 Manufacturer Authorization Form	<p>We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/sfor all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.</p>	<p>We request the Bank to modify the clause as -</p> <p>We (Original Software Owner/Developer) also confirm that we will ensure all product updates are provided by us for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank.</p>	Bidder has to comply RFP terms & Conditions
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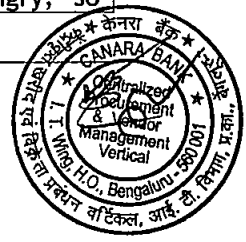
68	59	Annexure-2 Pre-Qualification Criteria	7	<p>The Bidder should have an average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.</p>	<p>Requesting relaxation on turnover for MSE</p>	<p>1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to 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</p>
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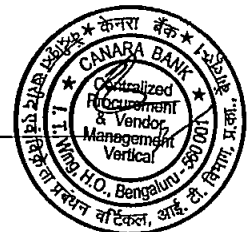
						<p>for exemption must be uploaded for evaluation by the buyer.</p> <p>2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the 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</p>
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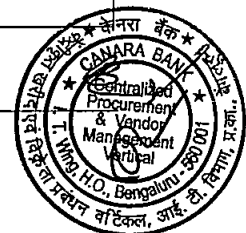
						uploaded for evaluation by the buyer
69	60	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria	The Bidder should have successfully implemented / maintaining the proposed solution / any similar solution during the last 5 years from the date of RFP in any organization in Scheduled Commercial Banks in India / Financial Regulatory bodies / Foreign Banks.	Request to kindly allow Enterprise Customers (Non BFSI) and Global customer experience as a qualification criteria.	Bidder has to comply RFP terms & Conditions
70	65	Annexure-5 Make in India Certificate	Annexure-5 Make in India Certificate	Annexure-5 Make in India Certificate	Do OEM's also have to submit this document along with the bidder? (if OEM is not participating directly)	Yes Bidder and OEM both has to submit the make in india certificate as per form attached as Annexure-5.
71	70	Annexure-9	Scope of Work - Point q	q.The Bidder should arrange a Technical Account Manager / Product Specialist from the OEM, for managing any technical issues related to the products supplied under this RFP, on a 24x7 basis.	There is no commercial section/table available for providing this resource in Annexure-15 Bill of Materials. Please advise.	Bidder to refer the corrigendum.
72	71	Annexure-9	Scope of Work - Point z	z.Bidder should ensure resource* utilization by the solution has to be below 60% at any point of time during contract period. If resource utilization will cross 60%, Bidder has to arrange additional requirement to maintain utilization percentage to below 60% at no extra cost to the Bank. (*resource	Can this criteria be relaxed? Please provide relaxation upto 75% for this criteria.	Based on the Bank's day 1 requirement, the bidder has to factor all components of the RPA solution considering the processes are resource hungry, so



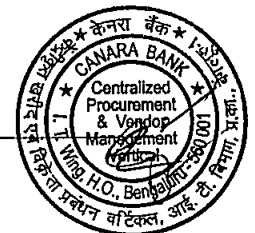
				may include CPU, Memory, Storage, Database & any other equipment).		that the resource utilization is maintained as per the RFP. Whenever there is any additional licenses required, the bank will procure the proportionate hardware accordingly. Bidder has to comply RFP terms & Conditions
73	70	Annexure-9 Scope of work	1.General	(h)The Bidder shall configure the solution in such a way that it suits best with the Bank's infrastructure, vetted by the OEM and approved by the Bank.	Please provide the details of the Bank's current on premise and cloud setup	This RFP is the fresh requirement of RPA solution, so no where related to existing infrastructure. Bidder has to comply RFP terms & Conditions
74	69	Annexure-9	Scope of WORK	Bank has decided to implement a Comprehensive Robotic Process Automation (RPA) Solution with latest security, features and technology	Please confirm any technology preference for RPA solution?	We do not have any preference. It is an open RFP for All. Bidder has to comply RFP terms & Conditions



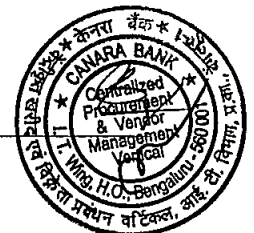
75	71	Annexure-9 Scope of Work	Annexure-9 Scope of Work/General	The Bank also reserves the right to add / surrender licenses at any time as per the requirements of the Bank during the Contract Period and the payments will be done on a pro-rata basis from / till the month of addition / surrender of such licenses.	As per our standard contract, the customer signs to use the licenses for the agreed period. Hence, we request the Bank to remove this clause.	Bidder to refer corrigendum.
76	69	Annexure-9 Scope of Work	General	General Queries	Are you currently using any RPA platforms? If yes, which platform, and since how long?	This RFP is the fresh requirement of RPA solution, so no where related to existing infrastructure. Bidder has to comply RFP terms & Conditions
77	69	Annexure-9 Scope of Work	General	General Queries	Can you please provide list of Processes to be considered for Automation, Its complexity?	This RFP is the fresh requirement of RPA solution, so no where related to existing infrastructure. Bidder has to comply RFP terms & Conditions
78	75	Annexure-9(A)	Sizing of Hardware		Will there be any restrictions / regulations/ governance policies / Pre-requisites from the data center, dictating how the hardware that we provide should be induced into their Data center...?	Bidder to comply with RFP terms and conditions.



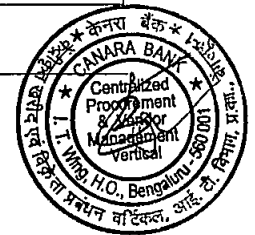
79	78	Annexurw 10	Tech evaluation Criteria	6 The solution should be able to integrate with all existing Core Banking applications of the Bank, other in-house / business applications, user desktop	Please Provide Banks Application Landscape and Infra with Technical Systems Architecture	The solution should be capable of integrating with the applications through APIs and standard protocols
80	83	Annexurw 10 Technical Evaluation Criteria	Section B - Bidder's capability including proven relevant experience	Environmental, Social, and Governance (ESG) Compliance:	Is ESG Mandetory for MSME & Startup companies	Bidder to comply with RFP terms and conditions.
81	111	Appendix-G	Point No. 7 - Subcontracting	VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK.	Please permit to allow subcontracting as and when required	Bidder to comply with RFP terms and conditions.
82	NA	General	NA	Certificate of Local Content	Please exclude all the clauses from this section for OEM.	Bidder to comply with RFP terms and conditions.



83	26	Escrow Arrangements	12.5	The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the selected Bidder. Bank shall not be liable to pay any amount to Escrow Agent starting from verification to its annual subscription, as well as subsequent renewal along with any other related expenditure attributable to the continuation of Escrow arrangement as per Bank's requirement.	We request Bank to identify and pay Escrow Agent and annual subscription fee	Bidder to refer corrigendum.
84	39	<u>SECTION F</u> <u>- OWNERSHIP & AWARDING OF CONTRACT</u> Execution of Agreement	Execution of Agreement	11.4. The Selected Bidder and the OEM(s) shall enter into Tripartite Agreement with Bank within thirty days from the acceptance of the Purchase Order, in the bank's format without any change. The format of the Tripartite Agreement will be shared with the selected Bidder along with PO. The Agreement shall be valid till all contractual obligations are fulfilled.	Please change it to " Bidder will be front ending and wholly responsible for the project. They can have arrangement with OEM at the Bank End for whatever support needed. There will not be tripartite agreement needed.	This clause stands deleted.

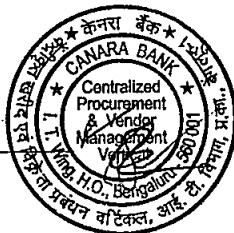


85	1	Gem Bid Document	ePBG Details	ePBG mentioned as 10%	May be modified to 3% as per CVC norms	Bidder to comply with RFP terms and conditions.
86	NA	Generic Scope of Work	NA	NA	Request that you categorize the process into three levels (high, medium, and low) and assign a priority for implementation.	Yes noted.
87	94	Manufacturer Authorization Form	Annexure 16	Manufacturer Authorization Form	<p>We request Bank to change it to "For Software Licenses , We request you for following change in the format of Manufacturer Authorization Form :</p> <p>[Note: This Format Letter should be on the letterhead of the OEM/OSO/OSD concern and should be signed by an Authorized Signatory of the OEM/OSO/OSD] No. _____ dated _____ The Deputy General Manager, Canara Bank, Procurement Group, DIT-Wing, Naveen Complex, 14 M G Road,</p>	Bidder to comply with RFP terms and conditions.

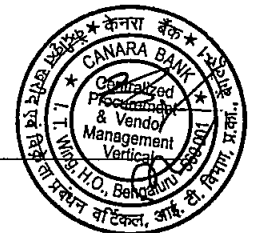


					<p>specified above during the RFP process and or during the period of X years from the date of this letter .</p> <p>When resold by <Insert BP Name>, the OEM Products are subject to applicable OEM standard end user licensing terms and conditions.</p> <p>Yours faithfully (Name) For and on behalf of M/s "</p>	
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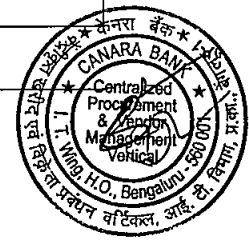
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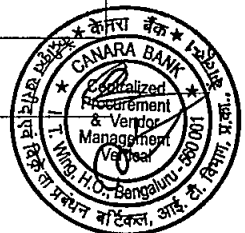
88	42	<p><u>SECTION F</u> <u>OWNERSHIP & AWARDING OF CONTRACT</u></p>	<p>Order cancellation / termination of contract</p>	<p>13. Order Cancellation/Termination of Contract</p>	<p>Please remove this clause and all clauses in this section as Software licenses once procured by OEM cannot be cancelled.</p>	<p>Bidder to comply with RFP terms and conditions.</p>
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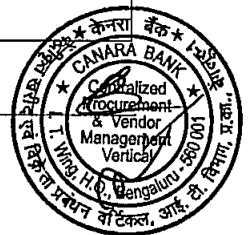
89	11	SECTION B - INTRODUCTION Participati on Methodolo gy	6.4	6.4. In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate for the proposed solution as per Annexure-16	Please change the same to "6.4. In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should help the Bank find another partner to take the responsibility and continue the project at mutually agreed cost between the new partner and the Bank.	Bidder to comply with RFP terms and conditions.
90	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties & Liquidated damages		Please exclude Software OEM from all clauses of "10. Penalties & Liquidated damages" as Bidder will be owning the responsibility.	Bidder to comply with RFP terms and conditions.
91	17	Point No. 6	6.1	At the time of submission of bids, the bidder has to quote AMC/ATS for Hardware (including OS), software, database, any other licensed Items for four (4) years after completion of one (1) year warranty period, in the commercial Bid separately for	Hardware Vendors have informed that at present all the servers are supplied with minimum 3 years warranty, there after AMC for the requested 2 years. Hence requested to modify this clause	Bidder to refer corrigendum.



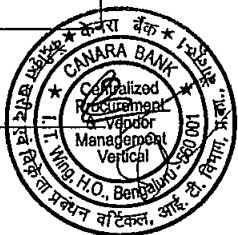
				comprehensive maintenance contract.	as 3 years warranty and with 2 years AMC/ATS for Hardware & Software	
92	42	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	Pricing and Payments	1.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract period.	Please change it to "Applicable price escalations from OEM as per their global notifications will be accommodated."	Bidder to comply with RFP terms and conditions.
93	80	SECTION B -	Bidder's capability	1.The bidder having experience in implementation of the proposed RPA Solution in an Indian BFSI	Can we reference can be of non-indian implementation of the proposed solution, while bidders experience can hold banking experience?	Bidder has to comply RFP terms & Conditions
94	80	SECTION B -	Bidder's capability	2.The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) in India by bidder & currently running.	Can we reference can be of non-indian implementation of the proposed solution, while bidders experience can hold banking experience?	Bidder has to comply RFP terms & Conditions
95	80	SECTION B -	Bidder's capability	3.The proposed RPA Solution should have been implemented in Scheduled Commercial Banks other than PSBs in India by bidder & currently running.	Can we reference can be of non-indian implementation of the proposed solution, while bidders experience can hold banking experience?	Bidder has to comply RFP terms & Conditions



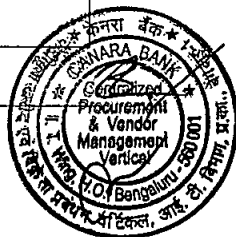
99	13	SECTION B - INTRODUCTION	8.3	During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier. Bank reserves the right to pause the work at any point of time and use the services for partial delivery of select modules of the Solution.	If Bidder has already deployed the tools and work is paused by reasons not connected with Bidder, then it might affect the total timeline targets. Whether Bank is ready to review and revise the targets accordingly.	Bidder to comply with RFP terms and conditions.
100	14	Section C - 1.2	1.2.1	<u>Supply of Hardware & other Items (including OS):</u> Within Six (6) weeks from the date of acceptance of Purchase Order or Seven (7) weeks from the date of issue of Purchase Order whichever is earlier.	Requested to increase supply of Hardware & other items within 8 weeks	Bidder to refer corrigendum.
101	14	Section C - 1.2	1.2.2	<u>Supply of Robotic Process Automation Software Solution:</u> Within Six (6) weeks from the date of acceptance of Purchase Order or Seven (7) weeks from the date of issue of Purchase Order whichever is earlier.	Requested to increase supply of Hardware & other items within 8 weeks	Bidder to refer corrigendum.
102	14	Section C - 1.3	1.3.1	<u>Installation, Configuration, Integration and Commissioning of Hardware & Other Items (including OS):</u> The successful bidder should ensure installation, configuration,	Requested to modify as 3 weeks	Bidder to refer corrigendum.



				Integration and commissioning of the delivered Hardware and other items at DC & DRC within 2 weeks from the date of delivery of all the materials for each ordered locations.		
103	14	Section C - - 1.3	1.3.2	1.1.2. <u>Installation, Configuration, Integration and Commissioning of Robotic Process Automation Software Solution:</u> The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Robotic Process Automation Solution at DC & DRC within 2 weeks from the date of delivery of Robotic Process Automation Solution for each ordered locations.	Requested to modify to 4 weeks as installation at DRC will commence after installing at DC.	Bidder to refer corrigendum.
104	14	Section C - - 1.3	1.3.3	1.1.1. Supply, Installation, Implementation and Roll Out of the Solution should be completed within Eight (8) weeks from the date of acceptance of the Purchase Order or within Nine (9) weeks from the date of issue of Purchase Order whichever is earlier. Phases Timeline Phase-I Supply of Hardware & other Items (including OS) and RPA Solution. within 6 weeks from the date of release of PO Phase-II DC & DRC implementation and Go Live of RPA Solution. within 8 weeks from	Clarification is required on implementation/upgradation/migration of existing process up end running.	This RFP is the fresh requirement of RPA solution, so no where related to existing processes. Bidder has to comply RFP terms & Conditions



				the date of release of PO		
105	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7 Uptime	7.3. The selected bidder should consider high-availability (active-passive) at DC & DR with RTO of 120 minutes.	Please Confirm that following four Environment to be Setup. 1. Development Env (For Development) 2. UAT Env. (For SIT & User Acceptance Testing) 3. DC (Production) Env. (For Actual Production Runs of RPA) 4. DR Env in Active-Passive Mode (for Disaster Recovery)	Bidder has to implement The RPA solution as per Bank's requirement as specified in the RFP. Bidder has to comply RFP terms & Conditions
106	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Integration & Interfaces	2.1. The selected Bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.	Will bank Staff facilitate co-ordination of various Application vendor with RPA Vendor or not?	Bidder has to integrate with different application through APIs and standard protocols which will be provided by application vendor in co-ordination with Bank team. Bidder has to comply RFP terms & Conditions
107	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3 security	3.6. Any kind of change like update, upgrades etc., in the system after complete installation will not lead into any commercial during contract period.	Does this Means Upgrades & updates to be done at Zero cost for 5 Years?	Bidder to comply with RFP terms and conditions.



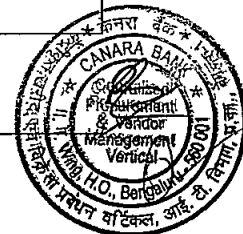
108	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8 Training	8.4. The selected bidder shall provide training to the participants without any cost to the Bank/ participants.	How Many staff members of Bank need to be considered for RPA Platform Training	Bidder to refer corrigendum.
109	45	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4 Human Resources	4.6. The Bidder has to submit following KYC documents for onsite/Offsite engineer:	Bank will perform KYC and verifications by Banks without any charges applied to Vendor? Please confirm	Bidder has to perform the necessary Background verification for Onsite resources and submit the report to Bank along with KYC & Experience documents as specified in the RFP.
110	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Uptime	1.1. The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of 99.50% for the solution as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical requirements), during contract period and also during AMC/ ATS, if contracted, which shall be calculated on monthly basis.	Can planned shutdown not be considered for calculation of the uptime given here? Please give some relaxation if possible	Any planned shutdown will not count for calculation of downtime. Bidder has to comply RFP terms & Conditions



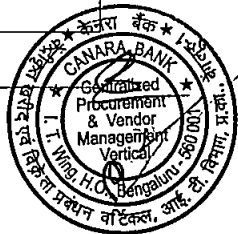
111	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	12. Escrow arrangement	12.2. The selected Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.	The escrow code is of the implemented bot scripts or is it the OEM product source code?	Bidder to refer corrigendum.
112	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.1	Bank shall provide the address and contact details for delivery of required hardware/software items for implementation of Robotic Process Automation Solution while placing the order.	Bidder understands that the Hardware and other items installation will be at DC & DRC and all prior permits and necessary support will be provided by Bank to help adhere to the timelines. Bank will consider revised timelines if delays have happened for Bank's own reasons.	Bidder to comply with RFP terms and conditions.
113	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3	Delivery Schedule is as follows: 1.2.1. Supply of Hardware & other Items (including OS): Within Six (6) weeks from the date of acceptance of Purchase Order or Seven (7) weeks from the date of issue of Purchase Order whichever is earlier. 1.2.2. Supply of Robotic Process Automation Software Solution: Within Six (6) weeks from the date of acceptance of Purchase Order or Seven (7) weeks	Bidder understands that the Hardware and other items installation will be at DC & DRC and all prior permits and necessary support will be provided by Bank to help adhere to the timelines & also there nothing mention of the Use cases that has to be implement. Bank will consider revised timelines if delays have	Bidder to refer corrigendum.



				from the date of issue of Purchase Order whichever is earlier.	happened for Bank's own reasons .	
114	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.1	The selected Bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.	Bidder understands that it has to work with other vendors and different teams. Bidder expects that the different vendor and Bank teams have prior preparation and ready to involve the Bidder's proposed solution	Bidder has to integrate with different application through APIs and standard protocols which will be provided by application vendor in co-ordination with Bank team. Bidder has to comply RFP terms & Conditions
115	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.2	Canara Bank requires a solution with capability to automate end to end processes, inherent logic handling mechanism with exception handling. Bank intends to introduce, Robotic Process Automation solution to identify critical & highly monotonous processes used in the Bank and automate them by using RPA tools in order to reduce human errors, time consumption, manual effort and dependency on resources carrying out tasks and also enable reallocation of resources to higher-value work efforts	Bidder wants to understand expectation behind RPA. There are several tasks/processes which may require Captcha/face match and will thus require manual intervention. Bidder understands Bank is looking for solutions which automates as many steps as possible that enhances the overall efficiency and reduces the Operations cost of the Bank.	Use cases shall be shared with the successful bidder. Bidder has to comply RFP terms & Conditions



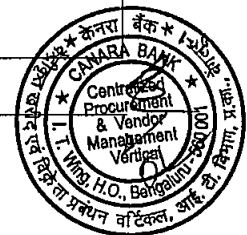
				to drive better efficiency in the organization		
116	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3	Security	Bidders requests bank to share their Security Policy	Bidder to refer Canara Bank website for the same.
117	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8	Training	(1) Please confirm if the training can be delivered in an online mode. (2) Would request the Bank to confirm the number of resources that needs to be trained. (3) In case on premise training is required, please confirm the location. (4) For on premise trainings, we understand that the venue and other facilities required for training would be provided by the Bank and the successful bidder would be expected only to provide a Trainer.	Bidder to refer corrigendum.
118.	15	SECTION C - DELIVERABLE AND SERVICE LEVEL	1.2	Delivery Schedule is as follows: 1.2.1. Supply of Hardware & other Items (including OS): Within Six (6) weeks from the date of acceptance of Purchase Order or Seven (7) weeks from the date of issue of Purchase Order whichever is earlier. 1.2.2.	Bidder understands that the Hardware and other items installation will be at DC & DRC and all prior permits and necessary support will be provided by Bank to help adhere to the timelines. Bank will	Bidder to refer corrigendum.



		AGREEMENTS		Supply of Robotic Process Automation Software Solution: Within Six (6) weeks from the date of acceptance of Purchase Order or Seven (7) weeks from the date of issue of Purchase Order whichever is earlier.	consider revised timelines if delays have happened for Bank's own reasons.	
119.	37	SECTION E - SELECTION OF BIDDER	4. Normalization of Bids	4.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted Bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted Bidders to re-submit the technical and Commercial Bids once again for scrutiny.	For unbiased evaluation and selection, we request the bank to eliminate the normalization of bid.	Bidder has to comply RFP terms & Conditions
120.	42	Section F	12.2	From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank	We request Bank to consider to pay the same If any increase are brought in the duties such as excise / customs	Bidder has to comply RFP terms & Conditions
121.	42	Section F	13.3	Bank shall serve the notice of termination to the Bidder at least 30 days prior, of its intention to	Requested to modify the notice of termination period to 60 days from stipulated 30 days.	Bidder has to comply RFP terms & Conditions



				terminate services without assigning any reasons.		
122.	52	Section G	22.1	1.1. No person of the bank or the contractors and third parties shall violate the social media policy of the bank.	Request to share Social Media Policy of the Bank	Bidder to refer Canara Bank website for the same.
123.	19	Training	The selected bidder shall provide training by OEM to the identified Bank personnel / team on solution or features / service architecture, and functionality during and after implementation. The solution working should be demonstrated to the identified Bank	The selected bidder shall provide training by OEM to the identified Bank personnel / team on solution or features / service architecture, and functionality during and after implementation. The solution working should be demonstrated to the identified Bank after completion of the implementation and the review and feedback should be implemented.	We provide trainings online which are the self-learning modules. Please modify the clause to - 'Bidder should enable the OEM's training module to the Bank'	Bidder has to comply RFP terms & Conditions



			personnel / team of the Bank after completion of the implementation and the review and feedback should be implemented .			
124.	87.	Undertaking of Authenticity		Undertaking of Authenticity	Please exclude the Software OEM from this clause.	Bidder to comply with RFP terms and conditions.

Date: 12/09/2023
Place: Bengaluru


DEPUTY GENERAL MANAGER

