

Replies to Prebid Queries for RFP 01/2022-23 dated 16/04/2022 for Selection of IT Consultant for providing consultancy services for Selection of System Integrator for CBS and Allied Applications

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	A. BID SCHEDULE& ABBREVIATIONS	9. Last Date, Time and Venue for Submission of Bids	09/05/2022, Monday upto 3.00pm Venue: Canara Bank, First Floor, DIT Wing-HO (Annexe), Naveen Complex, 14 M G Road, Bengaluru 560001.	Request extension of bid submission for atleast 2 weeks (10 working days) as we have lots of internal checks and procedures to be completed for the bid.	Bidder to refer Amendment-1.
2	8	B.DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.Project Timelines	4.1. The Bidder should accept the Purchase Order within seven (7) days from the date of issuance of Purchase Order. 4.2. Bidder should meet the deadlines as mentioned below for the completion of the Scope of Work of the RFP: Sl. No. Scope of Work Timelines from the date of acceptance of Purchase Order 1. Study, analysis & documentation of the present scenario & finalizing the Plan of Action within 2 months 2. Selection of System Integrator/s by RFP within 5 months 3. Implementation of Projects/Sub-Projects & Skill/Knowledge transfer to Bank within 7 months	Based on our experience of similar projects in commercial banks we strongly believe that the mentioned scope will take minimum 12 months to execute:  Phase I -within 3 months from the date of contract signoff Phase II -within 6 months from the date of contract signoff Phase III - within 12 months from the date of contract signoff  Request you to consider the same.	Bidder to refer Amendment-1 for modified timelines.
3	8	B.DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Penalties/Liquidated Damages	5.1. The Bank will impose liquidated damages of Rs.10,000/- (Rupees Ten Thousand only) plus GST per week or part thereof, for delay in not adhering to the time schedules for commitments under each activity under Clause 4.2.	Request to remove this clause	Bidder to comply with RFP terms
4	8	B. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Penalties/Liquidated Damages	5.1. The Bank will impose liquidated damages of Rs.10,000/- (Rupees Ten Thousand only) plus GST per week or part thereof, for delay in not adhering to the time schedules for commitments under each activity under Clause 4.2.	We would request some relaxation in either time schedule or amount,Cap the overall penalties/LD to 5% of the contract value.  Suggest for rephrasing the clause as below : LD/Penalty should be imposed only for delays solely attributable to the bidder and should be tightly aligned to a well laid consultative process and ascertaining the cause of the delay in question.Bidder should not be held responsible if the work is delayed due to external factors/dependencies/reasons beyond our control.	Bidder to comply with RFP terms
5	8	B. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Scope of Work	The Broad Scope of work shall include but not be limited as mentioned in Annexure-2. Bidder has to confirm compliance to the Scope of Work as mentioned in Annexure-2. The bidders are required to go through the complete RFP document thoroughly. The obligation/ responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.	We request bank to remove open ended statement "not be limited " and provide detailed Scope of work	Bidder to comply with RFP terms



6	8	B. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Project Timelines	<p>4.2. Bidder should meet the deadlines as mentioned below for the completion of the Scope of Work of the RFP:</p> <p>SL. No. Scope of Work Timelines from the date of acceptance of Purchase Order</p> <ol style="list-style-type: none"> <li>1. Study, analysis &amp; documentation of the present scenario &amp; finalizing the Plan of Action within 2 months</li> <li>2. Selection of System Integrator/s by RFP within 5 months</li> <li>3. Implementation of Projects/Sub-Projects &amp; Skill/Knowledge transfer to Bank within 7 months</li> </ol>	<p>We request bank to assess and relax the timelines, as there may be dependencies and support required from the bank for our scope of work. Also, The milestones for selection of SI and Implementation of projects are not within our control and are dependent on various factors. There is concern of delay for which we should not be held responsible.</p>	Bidder to refer Amendment-1 for modified timelines.																														
7	8	B. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Payment Terms	<p>6.1. The following terms of payment shall be applicable to this contract and will be released after submission of performance security and execution of Contract Agreement:</p> <p>SL. No. Stages Percentage % of Payment Payment Terms</p> <ol style="list-style-type: none"> <li>1. Study, analysis &amp; documentation of the present scenario &amp; finalizing the Plan of Action for the Scope of Work as per Annexure-2 15%</li> <li>2. Selection of System Integrator/s by for the Scope of Work as per Annexure-2 35%</li> <li>3. Implementation of Projects/Sub-Projects &amp; Skill/Knowledge transfer to Bank for the Scope of Work as per Annexure-2 50%</li> </ol>	<p>We would rephrase the clause as below</p> <table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Section / Page no.</th> <th>Stages</th> <th>Percentage % of Payment</th> <th>Payment Terms</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td>Study Analysis and Documentation of the present scenario &amp; Finalizing the plan of action for the scope of work as per Annexure-2</td> <td>15%</td> <td></td> <td>Nil</td> </tr> <tr> <td>2</td> <td>Page 3 of 61, Section 6.1</td> <td>Selection of System Integrator/s by for the scope of work as per Annexure-2</td> <td>35%</td> <td>On submission of relevant documents duly signed by the bank officials.</td> <td>This should be split into two - RFP Annexure-15% Selection of System Integrator/s - 20%</td> </tr> <tr> <td>3</td> <td></td> <td>Implementation of projects/sub-projects, Skill/Knowledge Transfer to bank for the scope of work as per Annexure-2</td> <td>50%</td> <td></td> <td>This should be quarterly payments of 12.5% each quarter for two quarters with the last payment being 25%</td> </tr> <tr> <td>4</td> <td>Page 8 of 61, Sec. 5.1</td> <td>The Bank will impose liquidated damages of INR 10,000/- (Rupees Ten Thousand only) per week or part thereof for delay in not adhering to the time schedules for commitments under each clause 4.2</td> <td></td> <td></td> <td>Our request is that liquidated damages for delay should not be applied on any delay attributable to the bank, or the SI or any force majeure.</td> </tr> </tbody> </table>	Sl. No.	Section / Page no.	Stages	Percentage % of Payment	Payment Terms	Remarks	1		Study Analysis and Documentation of the present scenario & Finalizing the plan of action for the scope of work as per Annexure-2	15%		Nil	2	Page 3 of 61, Section 6.1	Selection of System Integrator/s by for the scope of work as per Annexure-2	35%	On submission of relevant documents duly signed by the bank officials.	This should be split into two - RFP Annexure-15% Selection of System Integrator/s - 20%	3		Implementation of projects/sub-projects, Skill/Knowledge Transfer to bank for the scope of work as per Annexure-2	50%		This should be quarterly payments of 12.5% each quarter for two quarters with the last payment being 25%	4	Page 8 of 61, Sec. 5.1	The Bank will impose liquidated damages of INR 10,000/- (Rupees Ten Thousand only) per week or part thereof for delay in not adhering to the time schedules for commitments under each clause 4.2			Our request is that liquidated damages for delay should not be applied on any delay attributable to the bank, or the SI or any force majeure.	Bidder to comply with RFP terms
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8	9	B. DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Payment Terms	<p>6.1. The following terms of payment shall be applicable to this contract and will be released after submission of performance security and execution of Contract Agreement:</p> <p>SL. No. Stages Percentage % of Payment Payment Terms</p> <ol style="list-style-type: none"> <li>1. Study, analysis &amp; documentation of the present scenario &amp; finalizing the Plan of Action for the Scope of Work as per Annexure-2 15% On submission of relevant documents duly signed by the bank officials</li> <li>2. Selection of System Integrator/s by for the Scope of Work as per Annexure-2 35%</li> <li>3. Implementation of Projects/Sub-Projects &amp; Skill/Knowledge transfer to Bank for the Scope of Work as per Annexure-2 50%</li> </ol>	<p>Request to modify the payment milestone as-</p> <ol style="list-style-type: none"> <li>1. Study, analysis &amp; documentation of the present scenario &amp; finalizing the Plan of Action for the Scope of Work as per Annexure-2 - 30% (Percentage % of Payment)</li> <li>2. Selection of System Integrator/s by for the Scope of Work as per Annexure-2- 40% (Percentage % of Payment)</li> <li>3. Implementation of Projects/Sub- Projects &amp; Skill/Knowledge transfer to Bank for the Scope of Work as per Annexure-2 - 30% (Percentage % of Payment)</li> </ol>	Bidder to comply with RFP terms																														
9	15	C. BID PROCESS	6. Tender Fee	<p>6.1. The bidders should pay the Tender Fee amount (Non Refundable) as mentioned in the Bid Schedule towards tender document by means of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same along with Part A- Technical Proposal.</p>	<p>Request the Bank to accept the tender fee through NEFT.</p>	Bidder to comply with RFP terms																														



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10	15	C. BID PROCESS	6. Tender Fee	6.1. The bidders should pay the Tender Fee amount (Non Refundable) as mentioned in the Bid Schedule towards tender document by means of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same along with Part A- Technical Proposal.	We kindly ask you to also let us submit the tender fees by online mode (NEFT/ RTGS etc). Kindly provide the details accordingly	Bidder to comply with RFP terms
11	20	3. Evaluation of Bids	3.2. Part A- Technical Proposal:	3.2.10. The Criteria for Technical Evaluation and Commercial Evaluation will have weightage of 30:70.	The established practice is of having weightage of 70:30 for Technical & Commercial evaluation.as the work mentioned requires deep technical knowledge.  Request you to modify the Techno-commercial evaluation criteria to the same- Technical : Commercial = 70:30	Bidder to comply with RFP terms
12	25	E. OWNERSHIP & AWARDING OF CONTRACT	7. Project Execution	The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.	Request Bank to modify the clause as follows The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. <b>Project Kick-Off meeting should happen within 7 days from the date of execution of contract agreement.</b> The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.	Bidder to comply with RFP terms
13	25	E. OWNERSHIP & AWARDING OF CONTRACT	7. Project Execution	Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order.	We are not authorized to work on a project prior to signing of contract agreement as per our risk procedures. Request you to modify the clause as- "Project Kick-Off meeting should happen within 7 days from the date of contract agreement signoff."	Bidder to comply with RFP terms
14	26	E. OWNERSHIP & AWARDING OF CONTRACT	10. Security Deposit / Performance Bank Guarantee	10.1. The successful bidder should submit a Security Deposit / Performance Guarantee as specified in Bid Schedule within 15 days from the date of acceptance of the Purchase Order/Letter of Intent (LOI).	We kindly ask you to extend this period of Security deposit/ PBG submission to 30 days	Bidder to comply with RFP terms
15	29	F. GENERAL CONDITIONS	2. Roles & Responsibility during Project Implementation	2.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during warranty and AMC etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.	Need more clarification on required tools and it covers which part in scope of work	Bidder is responsible for completing the scope of work as per this RFP without any additional cost to the Bank.



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16	30	F. GENERAL CONDITIONS	4. Human Resource Requirement	4.3. In case the performance of the selected bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the selected bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the selected bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.	Can you please mention the timelines required for replacement of resources.	Bidder to comply with RFP terms
17	31	F. GENERAL CONDITIONS	5. Responsibility for Completeness	5.2. The selected bidder shall deliver the services as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at selected bidder's cost as per accepted time schedules. The selected bidder is liable for penalties levied by Bank for any deviation in this regard. The selected bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.	Need more clarification - Software installation will be done by vendor. We as a consultant would assist in suggesting & evaluating	Bidder to comply with RFP terms
18	41	Annexure 2	Scope of Work	9. Prepare RFP & its scope, service levels, payment terms, evaluation methodology and assist Bank in completing end-to-end selection process of System Integrators for CBS & allied applications.	Please share the detailed list of allied application which are to be considered as part of the RFP scope.	Approx. 100 applications & interfaces and the detailed list will be shared with selected bidder.
19	41	Annexure 2	Scope of work	8. Define and benchmark Service Level Agreement (SLA) and Key Performance Indicators (KPI).	Please elaborate the expectations from the benchmarking. Please consider how we will access the data required.	Selected bidder needs to study the Scope of work and accordingly bidder should frame the best set of practices to arrive at industrial best SLA and KPI benchmarks. The related data will be provided to selected bidder.
20	41	Annexure 2	Scope of work	11. Assist in assessing business volumes and elements based on organic growth & market trends that need to be supported.	Please clearly define our scope on this clause	Bidder to comply with RFP terms
21	42	Annexure 2	Scope of Work	21. Assist in Co-existence, KT & Handholding of BAU from current vendor to new vendor.	We understand that this scope is related to Phase 3 of work- "implementation of Projects/Sub- Projects & Skill/Knowledge transfer to Bank". In case the existing vendor is selected, what will be the deliverables of this phase. Please elaborate.	Bidder to comply with RFP terms
22	42	Annexure 2	Scope of work	21. Assist in Co-existence, KT & Handholding of BAU from current vendor to new vendor.	Please detail of the expectation here as this is the part beyond vendor selection.	Bidder to comply with RFP terms
23	42	Annexure 2	Scope of work	19. Assist in any other legal formalities.	Please provide details on the expectations from the consultant.	Bidder to comply with RFP terms




24	44	Annexure -3(A)	Bidder's Capabilities, Past Experiences & Team Profile	<p><b>Team Profile</b></p> <ul style="list-style-type: none"> <li>• Minimum 30 Certified professionals in ITSM, PMP or equivalent. (10 marks)</li> <li>• Minimum 20 Certified professionals in ITSM, PMP or equivalent. (5 marks)</li> <li>• Minimum 10 Certified professionals in ITSM, PMP or equivalent. (3 marks)</li> <li>• Less than 10 Certified professionals in ITSM, PMP or equivalent. (0 marks)</li> </ul>	<p>Request Bank to change the clause as follows Team Profile &gt;</p> <ul style="list-style-type: none"> <li>• Minimum 20 Certified professionals in ITSM, PMP or equivalent. (10 marks)</li> <li>• Minimum 15 Certified professionals in ITSM, PMP or equivalent. (5 marks)</li> <li>• Minimum 10 Certified. professionals in ITSM, PMP or equivalent. (3 marks)</li> <li>• Less than 10 Certified professionals in ITSM, PMP or equivalent. (0 marks)</li> </ul>	Bidder to refer Amendment-1 for modified timelines.
25	44	Annexure -3(A)	Bidder's Capabilities, Past Experiences & Team Profile	<p><b>Team Profile</b></p> <ul style="list-style-type: none"> <li>• Minimum 30 Certified professionals in ITSM, PMP or equivalent. (10 marks)</li> <li>• Minimum 20 Certified professionals in ITSM, PMP or equivalent. (5 marks)</li> <li>• Minimum 10 Certified professionals in ITSM, PMP or equivalent. (3 marks)</li> <li>• Less than 10 Certified professionals in ITSM, PMP or equivalent. (0 marks)</li> </ul>	<p>Considering the actual number of resources required for this engagement we kindly ask you to relax this criteria as below: -Minimum 10 Certified professionals in ITSM, PMP or equivalent (10 marks) -Minimum 7 Certified professionals in ITSM, PMP or equivalent (5 marks) -Minimum 4 Certified professionals in ITSM, PMP or equivalent (3 marks) -Less than 4 Certified professionals in ITSM, PMP or equivalent (0 marks)</p>	Bidder to refer Amendment-1 for modified timelines.
26	45	Annexure-3(B) Functional and Technical Aspects	Technical Evaluation criteria Point no.1	<p><b>Evaluation Parameter:</b> 1. Bidder should have provided consultancy services for below Projects: • Core Banking • Information Technology • Digitalization • Data warehouse • Enterprise Risk Management • Digital Lending</p> <p><b>Scoring Criteria:</b> • Core Banking - 20 Marks • Digitalization - 15 Marks • Data warehouse - 10 Marks • Risk Management - 8 Marks • Digital Lending - 5 Marks • Information Technology - 3 Marks</p>	<p>The criteria does not mention how many credentials to be provided for each category. An organization who have worked on a single CBS project vis-à-vis an organization who have worked in more than 5 CBS projects will not have the same amount of experience. Hence, providing same marks to both of them is not logical. Request you to modify the clause as-</p> <p><b>Evaluation Parameter:</b> Bidder should have experience in working in core banking projects involving assessment, vendor selection &amp; upgradation</p> <p><b>Scoring Criteria:</b> 20 marks- If an organization has worked in minimum 5 core banking projects involving assessment, vendor selection &amp; upgradation out of which 1 should be in flexcube 15 marks- If an organization has worked in minimum 3 core banking projects involving assessment, vendor selection &amp; upgradation out of which 1 should be in flexcube 10 Marks- If an organization has worked in minimum 1 core banking project on flexcube involving assessment, vendor selection &amp; upgradation</p>	Bidder to comply with RFP terms



27	45	Annexure-3(B) Functional and Technical Aspects	Technical Evaluation criteria Point no.2	<p><b>Evaluation Parameter:</b> Bidder should have provided consultancy services for above Projects in last three years:</p> <ul style="list-style-type: none"> <li>• Public Sector Banks</li> <li>• Private Sector Banks</li> <li>• Regional Rural Banks</li> <li>• Payment Banks</li> </ul> <p><b>Scoring Criteria:</b></p> <ul style="list-style-type: none"> <li>• Public Sector Banks - 8 Marks</li> <li>• Private Sector Banks - 5 Marks</li> <li>• Regional Rural Banks - 3 Marks</li> <li>• Payment Banks - 2 Marks</li> </ul>	<p>An organization who have worked on a single Public sector Bank vis-à-vis an organization who have worked in more than 3-4 Public Sector Banks will not have the same amount of experience. Hence, providing same marks to both of them is not logical.</p> <p>Request you to revise the clause as -</p> <p><b>Evaluation Parameter:</b> Bidder should have provided consultancy services for core banking projects in :</p> <p>Public Sector Banks Private Sector Banks Regional Rural Banks Payment Banks</p> <p><b>Scoring Criteria:</b> 8 marks- If organization has worked in core banking consulting projects for minimum 5 no. of Public Sector Banks 5 marks- If organization has worked in core banking consulting projects for minimum 3 no. of Public Sector Banks and 2 no. of other banks 3 Marks- If organization has worked in core banking consulting project for minimum 1 no. of Public Sector Banks and 2 no. of other banks</p>	Bidder to comply with RFP terms
28	45	Annexure-3(B) Functional and Technical Aspects	Technical Evaluation criteria Point no.3	<p><b>Evaluation Parameter:</b> Bidder should have provided consultancy services for below CBS:</p> <ul style="list-style-type: none"> <li>• FlexCube</li> <li>• Finacle</li> <li>• BaNCS</li> </ul> <p><b>Scoring Criteria:</b></p> <ul style="list-style-type: none"> <li>• FlexCube - 7 Marks</li> <li>• Finacle - 5 marks</li> <li>• BaNCS - 3 Marks</li> </ul>	<p>Request you to modify the clause as -</p> <p><b>Evaluation Parameter:</b> Bidder should have provided consultancy services in Banks for below solution -</p> <p>IT Infrastructure Digitalization Data warehouse Enterprise Risk management Digital lending</p> <p><b>Scoring Criteria:</b> 7 Marks- 5 out of 5 solutions in Banks 5 Marks- 3 out of 5 solutions in Banks 3 Marks- At least 1 out of 5 solution in Banks</p>	Bidder to comply with RFP terms
29	NA	NA	NA	Additional Query	<p>Bidder shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by it. Such retention shall be subject to obligations of confidentiality mentioned in RFP.</p> <p>Requesting bank to kindly consider the above point.</p>	Bidder to comply with RFP terms

Date: 07/05/2022

Place: Bangalore

  
 Deputy General Manager  
