Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Annexure- 11	Bill of Material	Bill of Material: There is no line item provided for the Resource Cost, this has to be included in the BOM with specifying the number of resources needed to service 24*7*365 days support	Bidder has to factor the onsite resources as per Clause 1.8 under Scope of Work & Technical requirement and include the cost of resources in the Total cost of ownership in Annexure-11 (Bill of Material).
2	Annexure- 11	Bill of Material	Please clarify there is no provision to give prices for the following: 1. VMN 2. Shortcode 3. USSD	1. For VMN, shortcode and USSD services, the SMS traffic generated through the service for that particular facility will be exclusively given to the selected bidder who provides the services. 2. Distribution ratio as per RFP terms & conditions will be maintained in case all vendors are providing the same facility through different VMNs managed by them.
3	Annexure- 11	Bill of Material	Is it possible to quote only for SMS and not to quote for IVRS related line items.	Bidder has to comply with the RFP terms.
4	Annexure- 11 Bill of Material	Table A-Charges for SMS & IVR OTP	Dear Sir, As DLT is Live now, request you to add a sperate colum for DLT Charges in the Commercial Bid Annexure 11 Bill of Material format also cosider the pricing for DLT Separately as considered for GST, let the bidders bid on the per Unit cost of SMS exclusive of GST and DLT, The successful bidder can generate the invoice mentioning DLT and GST prices seperately for making payment	Bidder has to comply with the RFP terms.
5	Annexure- 11 Bill of Material	New Clause	Operator taking the DLT on submission so we are requesting Bank to add the line item in the BOM pricing for DLT	Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
6	Annexure-1 Eligibility Criteria Declaration Criteria no.10	**Eligibility Criteria:** The Bidder must have successfully implemented project of similar nature in India during last 3 financial years from the date of submission of bid. Project works of call handling & SMS with a total of minimum 5 billion transactions in one year; **Documents to be submitted:** Bidder has to provide Purchase Order /Reference letter in their name clearly stating the number of SMSs sent yearly.	We request you to change this clause as "The Bidder must have successfully implemented project of similar nature during last 5 financial years from the date of submission of bid." "Eligibility criteria Declaration(Documents to be submitted)-- Bidder to submit latest month's invoice paid by respective organization, clearly stating the volume of real time SMS alerts sent" --Kindly accept self certificate from the bidder as a valid supporting document for this requirement	Bidder has to comply with the RFP terms.
7	Annexure-1 Eligibility Criteria Declaration Criteria no.10	**Eligibility Criteria:** The Bidder must have successfully implemented project of similar nature in India during last 3 financial years from the date of submission of bid. Project works of call handling & SMS with a total of minimum 5 billion transactions in one year; **Documents to be submitted:** Bidder has to provide Purchase Order /Reference letter in their name clearly stating the number of SMSs sent yearly.	Dear Sir, Canara Bank is our existing customer and also the customer which executes 5 Billion transactions per year, please allow us to submit Canara Banks PO and letters as proof of evednece to suffice the eligibility	Bidder has to comply with the RFP terms.

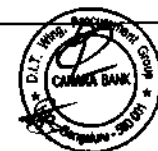| Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
8	Annexure-1 Eligibility Criteria Declaration Criteria no.11	**Eligibility Criteria:** The Bidder should have successfully implemented robust middle ware solution for integrating with Client applications. The middleware should have successfully processed atleast 1 Crore SMS from a single Client per day. **Documents to be submitted:** Bidder has to submit Reference letter from their Customers in their name clearly stating the number of SMSs sent.	Dear Sir, Canara Bank is our existing customer and also the customer which executes 1 Crore SMS per day using our middle ware application ConnectOne, please allow us to submit Canara Banks PO and letters as proof of evednece to suffice the eligibility	Bidder has to comply with the RFP terms.
9	Annexure-1 Eligibility Criteria Declaration Criteria no.2	**Eligibility Criteria:** The Bidder should have a turnover of Rs.100 Crores or more for each year during the financial years 2019-20 and 2020-21. This must be the individual company turnover and not of any group of companies. **Documents to be submitted:** Bidder has to submit copies of audited Balance Sheets for last 2 Years [i.e. 2019-20 and 2020-21]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	what if the FY 2020-21 Audit is still in progress. Can we share a provisional certificate	**Kindly refer Amendment-2 to this GeM bid.**

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
10	Annexure-1 Eligibility Criteria Declaration Criteria no.3	**Eligibility Criteria:** The Bidder should have Positive Net Worth as on 31/03/2021. **Documents to be submitted:** The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.	what if the FY 2020-21 Audit is still in progress. Can we share a provisional certificate	Bidder has to comply with the RFP terms.
11	Annexure-1 Eligibility Criteria Declaration Criteria no.4	**Eligibility Criteria:** The Bidder should be providing SMS Alert services to atleast One Public/Private Sector organization in India. The solution offered should be currently running successfully in a reputed Public/Private Sector Organization. **Documents to be submitted:** Purchase Order/Reference Letter from the Concerned Organization to be submitted to this effect.	Dear Sir, due to Covid situation, most of the employees are working from home hence it is difficult to get a signed work experience certificate/Work Completion certificate, please allow us to share the Work Experience Certificate /Refference letters in the form of email communication, here, we send the mail to the bank/customer on their company mail id, in the required work completion format and bank/customer acknowledges the same, we will save the resonse in pdf format and attached the same as proof of evidence, later when the situation is normal, we may produce the letters on the costumers letter head in original.	Bidder has to comply with the RFP terms.
12	Annexure-1 Eligibility Criteria Declaration Criteria no.5	**Eligibility Criteria:** The Bidder should have tie up/ arrangements with minimum 4 Telecom Network Operators for handling domestic and minimum 2 Telecom Network Operators for international SMS. **Documents to be submitted:** The bidder has to provide the list of Telecom Network Operators along with certificate from Telecom Operators to this effect.	Clarity is required on Tie UP point	The Clause is self explanatory. Bidder has to comply with the RFP terms.

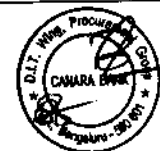| Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
13	Annexure-1 Eligibility Criteria Declaration Criteria no.7	Eligibility Criteria: The Bidder should have a capability to handle at least 10 million real time SMS alerts per day from a single client for banking transactions of Banks. Documents to be submitted: Bidder to submit latest month's invoice paid by respective organization, clearly stating the volume of real time SMS alerts sent.	Dear Sir, Canara Bank is our existing customer and also the customer which executes 10 million real time SMS per day for banking transations, please allow us to submit Canara Banks PO and letters as proof of evednece to suffice the eligibility	Bidder has to comply with the RFP terms.
14	ANNEXURE-1 Eligibility Criteria Declaration Criteria no.9	Eligibility Criteria: The Bidder should have support office in Bangalore. Documents to be submitted: Support Office details as per Annexure-9 has to be submitted.	The Bidder should have a support office in Bangalore. Annexure-9 Service Support Details: We have our Regional office in Banglore and our HQ is in Mumbai and in our HQ we are having our technical team who gives services 24*7. Along with this, we have onsite resources at Canara premises Banglore.	Bidder has to comply with the RFP terms.
15	ANNEXURE-2 Technical Specifications for Delivery of Bulk SMS Alerts	A. Technical Requirements: 1. The solution offered should provide SMS alert services i.e. Push, Pull and USSD services to the Bank.	Retry mechanism PUSH SMS: Till what time does retry needs to do?	Kindly refer Amendment-2 to this GeM bid.
16	Bid Document	EMD detail EMD Amount: 36000000	EMD Amount?	Kinldy refer EMD details under Bid document.
17	Bid Document	NA	Tender Fee?	Tender fee is not applicable to this RFP.
18	Bid Document	ePBG Detail ePBG Percentage(%) : 3.00	Performance Bank Guarantee	Kinldy refer ePBG detail under Bid document.
19	Introduction about the Project	3. Requirement Details 3.2.6. Performance specification SMS Gateways>8000 TPS (scalable to 25000)	SMS TPS	Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
20	Introduction about the Project	3.3. Missed call/IVR services 3.3.1. IVR services may be in the following categories • Outbound OTP Voice calls • Call duration 30 seconds • Call should be initiated within 15 seconds • Outbound promotional non interactive calls. • Outbound promotional interactive calls. • Inbound interactive calls. • Missed call services	Voice: What is the duration/ pulse of the call and how many levels of IVR would be interactive calls?	The duration/pulse of the call should be 30 second with minimum 3 levels.
21	Introduction about the Project	3.3. Missed call/IVR services 3.3.1. IVR services may be in the following categories • Outbound OTP Voice calls • Call duration 30 seconds • Call should be initiated within 15 seconds • Outbound promotional non interactive calls. • Outbound promotional interactive calls. • Inbound interactive calls. • Missed call services	Voice: Invoice it's an SMS failover Voice call needs to initiate? We recommend giving an option for customers to request an OTP via Voice call by themselves instead of auto-routing of voice calls	Kindly refer Amendment-2 to this GeM bid.
22	Introduction about the Project	3. Requirement Details 3.2.6. Performance specification SMS Gateways>8000 TPS (scalable to 25000)	TP confirmation for IVR TPS . Average Peek	Kindly refer Clause 3.2.6 which is self explanatory. Bidder has to comply with the RFP terms.
23	Introduction about the Project 3. Requirement Details	3.2.2. Normal Priority SMSs (Non-financial transaction/ promotional / informational SMS / Bulk) • Delivery Time: within 5 Minutes	Bank has mentioned Delivery Time of 5 minutes, can it be assumed if customer mobile is out of range/switched off for 5 minutes retrial is to be stopped after 5 minutes and SMS to be discarded? It is recommended to have a longer Delivery Time for Normal Priority to ensure higher delivery %.	Kindly refer Amendment-2 to this GeM bid.

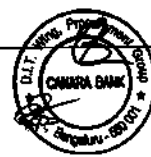| Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
24	Introduction about the Project 3. Requirement Details	3.2.3. Bulk SMS • Delivery time: within 2 hours	Batch SMS Size is not mentioned, since time limit of 2 hours is mentioned request bank to specify Batch Size to estimate infrastructure required for processing Batch SMS accordingly. Suggested Batch SMS Delivery Time: 25 Lakhs SMS/Hour with at least 1 day Prior initiation	Batch size will vary based on the requirement. It can vary from 50000 to 50 million.
25	Introduction about the Project 3. Requirement Details	The scope of contract is for a period of 3 years with an option to review the same at the end of every year. There will be no price escalation during the contract period. However, any downward revision in IUC charges, Govt. Levies etc., the same will be passed on to the Bank on proportionate basis.	Please consider this clause as "as per the GOVT of India Orders Any escalation/Downward revision of Tariff the same is mutually agreed by BSNL and BANK"	Bidder has to comply with the RFP terms.
26	NA	New Clause	" DATA PROTECTION:" - Bank acknowledges and agrees that Bidder may use, process and/or transfer Personal Information (including intra-group transfers and transfers between countries): (i) in connection with the provision of Services; (ii) to incorporate Personal Information into databases controlled by Bidder for the purpose of account administration, billing and reconciliation, operational maintenance and support activities, fraud detection and prevention, and customer and market analysis and reporting, and (iii) to communicate to the Bank by voice, letter, fax or email regarding products and services of Bidder. If Bank believes that, in the course of providing Services under this Agreement, Bidder will have access to data the Bank does not want Bidder personnel to comprehend, Bank should encrypt such data so that it will be unintelligible.	Bidder has to comply with the RFP terms.

SI. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
27	NA	New Clause	Fraudulent Use of Services - Bank is solely responsible for all Service Fees and/or any other charges incurred relating to the Services, whether incurred by itself, its End Users or third parties, even if such Service Fees and/or other charges were incurred through or as a result of fraudulent or unauthorized use of the Services. 2. Regulatory Change - In the event that any change in the regulations or law or rules applicable to the services under this agreement has a materially adverse effect on Bank, then Bank shall have a right to terminate the affected Services upon thirty (30) days written notice (such notice to be given within thirty (30) days after notice of such tariff or effect is provided to Bank by Bidder or is posted on Bidder's website), unless within such period, Bidder files tariff changes or takes other steps that prevent such material adverse effect.	Bidder has to comply with the RFP terms.
28	NA	New Clause	Request to add the below error - would not to be consider in failure : Network Error & Absent Subscriber	Bidder has to comply with the RFP terms.
29	NA	New Clause	DLT charges to be considered on Submission to Operator irrespective of the SMS status (Delivered, failed, rejected etc).	Bidder has to comply with the RFP terms.
30	NA	New Clause	Requesting exception in the clause in case of any increase/change in rates/taxes due to many reasons including regulatory policies same to be passed on to the Bank.	Bidder has to comply with the RFP terms.
31	NA	NA	are both same if reference letter from customer is submitted is it sufficient.clarify whether the letter is same	Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
32	Onsite Resource	2. The bidder should ensure 24x7x365 onsite support in 3 shifts per day in addition to General shift and sufficient resources should be provided in each shift to ensure smooth operations during the contract period.	On site Resource costs: Will the on-site resource costs be borne by the Bidder or taken care by the bank? Please clarify.	On-site resource costs has to be borne by the Bidder.
33	Onsite Resources & Support	1. The bidder shall provide 24*7*365 days onsite support team with adequate technical knowledge and experience to ensure the smooth operations.	Request you to please let us know the number of resources required for the onsite support	Bidder has to comply with the RFP terms.
34	Other Documents as per Specific Requirement form Bank	Annexure-7 Proforma of Bank Guarantee for Contract Performance	Dear Sir, please let us know do we need to submit PBG for contract performance on companies letter-head, or need to execute the same on stamp paper please clarify.	Bidder has to comply with the RFP terms.
35	Payment terms	1. Pricing: 1.2. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.	No Price escalation provision -Kindly allow for price revision on mutual descussion between the parties after completion of each one year term during the Contractual period of three years. Kindly allow to revise the price in case of increase in regulatory/statutory charges	Bidder has to comply with the RFP terms.
36	Payment terms	1. Pricing: 1.1. The Price offered to the Bank must be in Indian Rupees and inclusive of Duties/Insurance/Freight/charges of road permit but Exclusive of Service Tax. The Bidder has to quote the applicable service tax separately.	Dear Sir, As DLT is Live now, request you to add a sperate colum for DLT Charges in the Commercial Bid Annexure 11 Bill of Material format also cosider the pricing for DLT Separately as considered for GST, let the bidders bid on the per Unit cost of SMS exclusive of GST and DLT, The successful bidder can generate the invoice mentioning DLT and GST prices seperately for making payment	Bidder has to comply with the RFP terms.
37	Payment terms	1. Pricing: 1.2. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.	Dear Sir, Request you to make this clause mutual, in case of any change in the regulation by government, please allow the successful bidders to re-submitt the prices	Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
38	Payment terms	2. Payment Terms: 2.3.2. The calculation for number of SMS sent would be based on all SMS sending transactions issued at the client interface installed at Canara Bank. No payment will be made for SMS not delivered.	Dear Sir, please make the payment on submission basis, as the operator charges on Submission basis, if the end user is not in coverage area or phone is switched off the message is not delivered but we are charged for submission by the operator	Bidder has to comply with the RFP terms.
39	Payment terms	2. Payment Terms: 2.4. The Bidder has to raise the invoice by providing the details of daily SMS delivered by them with bifurcation of successful, unsuccessful and multipart messages as per the format provided by the Bank. The format will be made available to the successful bidder.	SMS billing is on Delivered or Submission	The Clause is self explanatory. Bidder has to comply with the RFP terms.
40	Payment terms	New Clause	We request you to add an additional payment term as "The total penalty shall be limited to 10% of Total Monthly Invoice"	Bidder has to comply with the RFP terms.
41	Penalties/Liquidated Damages	2. Penalty for Delay in delivery of Push Type SMS Alerts: Particular Penalty(% of SMS charges payable (Plus GST)) High Priority SMSs are delivered after 15 seconds but within 30 Seconds - 25%	Dear Sir, Please increase the delivery time from 15 to 20 seconds	Bidder has to comply with the RFP terms.
42	Penalties/Liquidated Damages	2. Penalty for Delay in delivery of Push Type SMS Alerts: Particular Penalty(% of SMS charges payable (Plus GST)) High Priority SMSs are delivered after 15 seconds but within 30 Seconds - 25%	Ex: Let say 100 message submitted. 98% delivered in 15 seconds and 2% delivered in 30 seconds,. Then the penalty charges will be applicable for that 2% only.. Hope our understanding is synch with bank	The Clause is self explanatory. Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
43	Penalties/Liquidated Damages	2. Penalty for Delay in delivery of Push Type SMS Alerts: Particular Penalty(% of SMS charges payable (Plus GST)) Batch SMSs are delivered after 2 hrs and before 6 hrs (excluding the no promotion period between 9 pm and 9 am) - 20% Batch SMSs are delivered after 2 hrs (excluding the no promotion period between 9 pm and 9 am) - 100%	Batch SMSs are delivered after 2 hrs and before 6 hrs (excluding the no promotion period between 9 pm and 9 am) Batch SMSs are delivered after 2 hrs (excluding the no promotion period between 9 pm and 9 am) VF : Both the points are sounds similar. Could you please clarify the above two points.	Kindly refer Amendment-2 to this GeM bid.
44	Penalties/Liquidated Damages	New Clause	Like delivery % percent slab mentioned in 3rd pointer, we request bank to attribute the percentage for each particular slab.	Bidder has to comply with the RFP terms.
45	Penalties/Liquidated Damages	11. Penalty is not applicable for the reasons attributable to the Bank and Force Majeure.	In terms of Delay's due to the dependence on the Bank's existing setup the penalties shouldn't be applicable	Bidder has to comply with the RFP terms.
46	Penalties/Liquidated Damages	11. Penalty is not applicable for the reasons attributable to the Bank and Force Majeure.	For cases proved to be due to an issue with the bidder. Cases of issues other than bidder's fault to be excluded	Bidder has to comply with the RFP terms.
47	Penalties/Liquidated Damages	3. Penalty for fall in success Rate: Note: SMSs failed due to the below reasons will not be considered for failure rate calculation: a. Invalid mobile number b. Inbox full c. Mobile number blacklisted d. DLT failure due to Bank reason	In calculation of delivery percentage following delivery failure cases will be excluded 1. Inbox Full 2. International Roamin 3. Mobile Number Blacklisted 4. Mobile switched off 5. Mobile out of range 6. Invalid Mobile Number 7. Call barred 8. Roaming related	Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
48	Penalties/Liquidated Damages	4. Penalty for Delay in delivery of Voice call over IVR: Particular Penalty (% of SMS charges payable)(Plus GST) If the IVR call is initiated after 15 seconds but before 30 seconds. - 25% If the IVR call is initiated after 30 seconds - 100%	Penalty for Delay in delivery of Voice call over IVR is extremely HIGH clauses which need to be revised.	Bidder has to comply with the RFP terms.
49	Penalties/Liquidated Damages	3. Penalty for fall in success Rate:	Penalty for fall in success Rate: OTP success rate expected is mentioned 97% however there is 2% (plus GST) of the invoice value for OTP SMS (exclusive of Taxes) for the respective month. The pen should be applicable only if the delivery dips below the minimum of 97 %. Also, 5% (plus GST) of the invoice value for SMS alert and IVR services (exclusive of Taxes) for the respective month and for Alerts SMS penalty should be applied only if the delivery dips below minimum 94%.	Bidder has to comply with the RFP terms.
50	Penalties/Liquidated Damages	1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under. 1.1. Non-compliance of the Supply/delivery as per clause 1.1 of Service Level Agreement (SLAs) will result in the Bank imposing penalty of Rs.25,000/- (Plus GST) per day subject to a maximum of 10% of invoice value for SMS alert and IVR services (exclusive of Taxes) (Plus GST) per month will be charged.	Non-compliance of the Supply/delivery as per clause 1.1 of Service Level Agreement (SLAs) will result in the Bank imposing penalty of Rs.5,000/- (Plus GST) per day subject to a maximum of 5% of Delayed part if any	Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
51	Penalties/Liquidated Damages	3. Penalty for fall in success Rate:	99.9% and above_ NIL Up to 99% and less than 99.9%-1% (plus GST) of invoice value (exclusive of Taxes) for the respective month Up to 98% and less than 99%-3% (plus GST) of invoice value (exclusive of Taxes) for the respective month-5% (plus GST) of invoice value (exclusive of Taxes) for the respective month For each percentage point drop below 97%-10%	Bidder has to comply with the RFP terms.
52	Penalties/Liquidated Damages	6. Penalty for false reports: Bank expects the delivery reports with 100% accuracy. The Bidder has to provide the delivery reports from its telecom operators only. In case it is found that the SMS is not delivered to the customer and the bidder has provided a delivery report as delivered, it will be considered as false delivery report and leads to a penalty of Rs.1000/- (plus GST) per record. In case the number of false delivery reports exceeds 100 records in a month, an additional penalty of 10% (plus GST) of the invoice amount will be charged.	Request to change the same to "Bidder has to provide Telecom operator certified delivery reports" to enusre transparency on SMS deliveries.	Bidder has to comply with the RFP terms.

SI. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
53	Penalties/Liquidated Damages	6. Penalty for false reports: Bank expects the delivery reports with 100% accuracy. The Bidder has to provide the delivery reports from its telecom operators only. In case it is found that the SMS is not delivered to the customer and the bidder has provided a delivery report as delivered, it will be considered as false delivery report and leads to a penalty of Rs.1000/- (plus GST) per record. In case the number of false delivery reports exceeds 100 records in a month, an additional penalty of 10% (plus GST) of the invoice amount will be charged.	Request the bank to define per record; is it penalty on wrong reporting of per SMS or some other understanding by the bank	Here per record means per SMS. Bidder has to comply with the RFP terms.
54	Penalties/Liquidated Damages	3. Penalty for fall in success Rate: Note: SMSs failed due to the below reasons will not be considered for failure rate calculation: a. Invalid mobile number b. Inbox full c. Mobile number blacklisted d. DLT failure due to Bank reason	Please consider the following other Handset issues to be removed from failure rate calculation: 1. Out of network coverage area 2. Other Network issues(In case of Telecom Provider)	Bidder has to comply with the RFP terms.
55	Scope of Work & Technical Requirement	1. Scope of Work: 1.1. Hardware 1.1.8. Installation of the IVR shall include all necessary hardware, operating software, application software, interface software and cards, voice prompts (as directed by the Bank), system speech, cables and connectors etc.1.	We request you to permit the vendors the IVR support over the cloud if they are able to manage all the SLAs as required by the client; "The bidder should be a telecom operator/ESME or an aggregator with inhouse platform set up for SMS, voice service etc without any dependency on the third party"--We request you to permit the vendors the SMS support over the cloud if they are able to manage all the SLAs as required by the client	Kindly refer Amendment-2 to this GeM bid.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
56	Scope of Work & Technical Requirement	1. Scope of Work: 1.3. Dashboard, Portal, reports & Alerts o IMEI number of handset to which sms is delivered	Dear Sir, This information is not provided by Telco with regular DLRs	This RFP Clause stands deleted.
57	Scope of Work & Technical Requirement	Bidder should procure VMN number in Bank's name.	Generally we procure number in Karix Tanla name. In this scenario we can help Bank to procure VNs in Banks name but would require related documents from Bank.	Bidder should procure VMN number in Bank's name. However, Bank will be providing the related documents for the same.
58	Scope of Work & Technical Requirement	4. Penalty for Delay in delivery of Voice call over IVR: Particular Penalty(% of SMS charges payable)(Plus GST) If the IVR call is initiated after 15 seconds but before 30 seconds - 25%	System would initiate call within few seconds post SMS OTP failure as predefined duration, but it also depends on user mobile handset availability within telco network and how soon user picks the call in case mobile handset is reachable.	Bidder has to comply with the RFP terms.
59	Scope of Work & Technical Requirement	1.6. Voice call/Missed call services 1.6.1. The bidder should have the capabilities to provide facility to deliver OTP through automated phone call (IVR) and multicasting promotional voice calls.	Assuming this is for OTP calls. In case of any other promotional voice message assuming promotional call will be pushed to registered bank users.	In case of any other promotional voice message promotional call will be pushed to registered bank users.
60	Scope of Work & Technical Requirement	1. Scope of Work: 1.1. Hardware 1.1.2. The bidder shall provide/install the required hardware/software including failover servers in active-active mode with load balancing in Data Centre & Disaster Recovery Centre of the Bank with a 3 Tier Architecture for handling Push and Pull SMSs at their own cost. It should be scalable to meet bank's future requirements.	Since the bidder beeds to provide the required hardwares and ystem softwares, request the bank to add a separate table to include the cost of the hardwares and system softwares	Bidder has to include the cost of Hardware/software in the Total cost of ownership in Annexure-11 (Bill of Material).

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
61	Scope of Work & Technical Requirement	1. Scope of Work: 1.6. Voice call/Missed call services 1.6.2. The Bidder has to facilitate responding to missed call services of the Bank's Customers. If necessary, the existing telephone number used by the Bank's customer need to be enabled in the new services.	Please share the operator of the existing Phone number.	The operator of existing Phone numbers are Airtel & Vi.
62	Scope of Work & Technical Requirement	1. Scope of Work: 1.3. Dashboard, Portal, reports & Alerts 1.3.1. Live dashboard should be available with (but not limited to), the following, parameters (Daily/weekly/monthly/yearly)	Let us if this is a mandatory requirement	Bidder has to comply with the RFP terms.
63	Scope of Work & Technical Requirement	1. Scope of Work: 1.2. Software 1.2.3. The solution should have facility to interface with Bank's systems and should have the below facilities	This is for the Pull SMS or all sort of messages? How will the Bidder get to know if a message is to be picked? Will there be any trigger from Bank's end?	This is for processing the outgoing SMSs, Please refer RFP for the mechanisams used for intefacing with Bank systems. We will be giving required Access to the DB in case of picking SMS from bank DB or Bidder will be asked to use suitable identifiers for picking SMS. Bidder has to follow the specified mechanism mentioned by the Bank from time to time.
64	Scope of Work & Technical Requirement	1. Scope of Work: 1.2. Software 1.2.3. The solution should have facility to interface with Bank's systems and should have the below facilities	Who is this middleware? Bidder or some backend of the bank?	Middleware is the software solution for interfacing with Bank system, bidder has to provide the middleware solution. Please refer RFP for more details.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
65	Scope of Work & Technical Requirement	1. Scope of Work: 1.3. Dashboard, Portal, reports & Alerts 1.3.1. Live dashboard should be available with (but not limited to), the following, parameters (Daily/weekly/monthly/yearly) o Dashboard should display the overall status as well as as account wise status of SMS	Will it be ok if we keep the data of latest few months and upload the rest on some bank location.	Dashboard should be able to provide data for the entire contract period. Bidder has to comply with the RFP terms.
66	Scope of Work & Technical Requirement	1. Scope of Work: 1.3. Dashboard, Portal, reports & Alerts 1.3.2. SMS Logs portal	Will it work if we upload the SMS logs on daily basis on bank's SFTP location. Data since inception may be difficult in managing on a portal.	Bidder has to comply with the RFP terms.
67	Scope of Work & Technical Requirement	1. Scope of Work: 1.3. Dashboard, Portal, reports & Alerts 1.3.8. The bidder should be able to provide a robust campaign manager to integrate interactive mobile marketing campaigns on short code or extended codes	Need more clarity on integration of mobile marketing campaigns.	Sample facilities: Scheduled SMS Template SMS one to one SMS many to one SMS
68	Scope of Work & Technical Requirement	1. Scope of Work: 1.5. VMN/Short code Services 1.5.1. The bidder has to provide an easy to remember long code(s)/short code for domestic/VMN for international numbers, for the use of Canara Bank, to receive incoming SMSs from its customers in India and Abroad, without any extra cost to the Bank.	Ok with longcode and VMN. Support required in opening a short code as it is operator specific.	Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
69	Scope of Work & Technical Requirement	1. Scope of Work: 1.6. Voice call/Missed call services 1.6.6. IVR shall perform the following functions: • Transactional OTP (One Time Passwords) shall be delivered to customers through IVR Voice calls within the prescribed time in cases where delivery of the same via SMS fails. • Promotional/Informational messages shall be delivered to customers through IVR voice calls as and when required by the Bank. • System must include flexible message recording that allows the Bank to update messages as and when required on upcoming events or programs.	Clarity on flexible message recording.	Multicasting of prerecorded voice message to the customers.
70	Scope of Work & Technical Requirement	1. Scope of Work: 1.1. Hardware 1.1.2. The bidder shall provide/install the required hardware/software including failover servers in active-active mode with load balancing in Data Centre & Disaster Recovery Centre of the Bank with a 3 Tier Architecture for handling Push and Pull SMSs at their own cost. It should be scalable to meet bank's future requirements.	The middleware software shall have the capabilities to handle Push SMS and shall be deployed at bank's DC/DR. Hope that would suffice the requirements.	Bidder has to comply with the RFP terms.
71	Scope of Work & Technical Requirement	1. Scope of Work: 1.2. Software 1.2.6. The bidder has to ensure proper retries and duplicate message filtering mechanisms in the software solution. Retries should not be charged.	We understand that the retries for high priority OTP messages are needed. Kindly confirm.	Retry is required for all types of SMSs.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
72	Scope of Work & Technical Requirement	1. Scope of Work: 1.3. Dashboard, Portal, reports & Alerts 1.3.1. Live dashboard should be available with (but not limited to), the following, parameters (Daily/weekly/monthly/yearly) o Dashboard should display the overall status as well as as account wise status of SMS	Please elaborate on this requirement. We understand data needs to be pushed to the bank's SAS tools if needed. Kindly confirm.	Bank has SAS (Single Authentication Service) package for providing access to different packages under a single login. API will be provided by the bank for this integration. Bidder has to comply with the RFP terms.
73	Scope of Work & Technical Requirement	1. Scope of Work: 1.3. Dashboard, Portal, reports & Alerts 1.3.9. The bidder should provide portals as well as API's for the use of call center and branches, the API may contain (but not limited to) the following facilities: • Check delivery status of SMS • Get operator wise and area wise delivery status(to identify any issues with a particular operator) • Get logs • push notification on mobile app	Please elaborate on the use case from this point.	Sample use case not limited to the following : Integrating SMS delivery status in Call center application using API. Bidder has to comply with the RFP terms.
74	Scope of Work & Technical Requirement	1. Scope of Work: 1.1. Hardware 1.1.1. The bidder should be a telecom operator/ESME or an aggregator with in-house platform set up for SMS, voice service etc without any dependency on the third party.	Consider allowing Telecom operators to use their SI Partners for SMS or IVRS System Integration Services.	Bidder may utilise the services of their technology partners by having back to back arrangements with third party hardware and software for providing continuous and un-interrupted support to meet SLAs obligations as per RFP Terms. However, the bidder shall be solely responsible for the services to meet SLAs obligations as per RFP Terms.
75	Scope of Work & Technical Requirement	1. Scope of Work: 1.3. Dashboard, Portal, reports & Alerts o IMEI number of handset to which sms is delivered	It is not feasible/no provision in SMSC to get IMEI number of handset to which sms is delivered, consider removing this clause.	This RFP Clause stands deleted.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
76	Scope of Work & Technical Requirement	1. Scope of Work: 1.4. SMS services 1.4.3. The bidder should be able to provide uninterrupted services. In case of failure of their own or primary telecom partner the bidder should have fall back arrangements with multiple telecom operators so that there will not be a dependency on a particular operator.	Consider making this clause not applicable for Telecom operators.this may be applicable to Aggregrator but this clause not applicable for Telecom operators	In case of telecom operator, they should have fall back arrangements to ensure uninterrupted services. Bidder has to comply with the RFP terms.
77	Scope of Work & Technical Requirement	1. Scope of Work: 1.4. SMS services 1.4.18. The bidder should provide facility to convert long URLs to short URLs sent through SMS.	Please clarify if URL shortening API will be provided by the bank or it needs to be provided bidder. Also the same is not available in Bill of Materials	URL shortening service should be available with the bidder. Cost should be covered in SMS pricing.
78	Scope of Work & Technical Requirement	1. Scope of Work: 1.5. VMN/Short code Services 1.5.1. The bidder has to provide an easy to remember long code(s)/short code for domestic/VMN for international numbers, for the use of Canara Bank, to receive incoming SMSs from its customers in India and Abroad, without any extra cost to the Bank.	Please clarify the following : 1. Does the bidder have to integrate existing VMNs or shortcodes ? 2. If bidder has to provide new VMNs and Shortcodes please specify no. of VMNs and Shortcodes required.	1. Yes 2. As per the requirement Bidder has to provide any number of VMNs from time to time as per the requirement of the Bank , At present we are using around 20 VMNs and 2 Short codes.
79	Scope of Work & Technical Requirement	1. Scope of Work: 1.1. Hardware 1.1.2. The bidder shall provide/install the required hardware/software including failover servers in active-active mode with load balancing in Data Centre & Disaster Recovery Centre of the Bank with a 3 Tier Architecture for handling Push and Pull SMSs at their own cost. It should be scalable to meet bank's future requirements.	As 3 bidders will be chosen and SMS volume shared, will all three bidders have to provide servers in bank DC and DR ? Will bank share the sms load to all the selected 3 bidders ? Is it required to provide only New hardware or used hardware can also be provided if EOL is beyond the contract period.	1. Each of the selected bidder has to provide the Hardware/Software proposed under this RFP. 2. Kinldy refer Clause 8 under Special Terms & Conditions of the Contract of the RFP.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
80	Scope of Work & Technical Requirement	New Clause	whether in house setup is required or cloud based set up is required	Bidder has to comply with the RFP terms.
81	Scope of Work & Technical Requirement ANNEXURE-2 Technical Specifications for Delivery of Bulk SMS Alerts	A. Technical Requirements 17. Sender ID allotted should be unique for our Bank and the same should not be used by other entity across the globe, other than CANARA BANK.	Consider removing this clause as Sender ID will be registered by Bank on DLT Portal and shared to bidder to send SMS. Clause itself is not applicable to Bidder	This RFP Clause stands deleted.
82	Scope of Work & Technical Requirement ANNEXURE-2 Technical Specifications for Delivery of Bulk SMS Alerts	A. Technical Requirements 2. The solution offered should have capabilities to send SMS to all GSM and CDMA handsets and on all telecom operators available in India and abroad.	CDMA is absolute whether it has to be included	Kindly refer Amendment-2 to this GeM bid.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
83	Service Level Agreements (SLAs)	**1. Delivery of Service** 1.1. Bank shall provide the address and contact details for delivery of required Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the purchase order. Delivery of all Hardware should be within 3 weeks from the date of acceptance of the Purchase Order. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post. **1.2.** Bidder should ensure to complete the installation, configuration, Integration, Implementation and commissioning of the proposed solution and also to complete all the works specified in the Scope of Work as per Bank requirement and deliver & implement all the features of the proposed Solution and made the project live in all aspects to the Bank within 6 weeks from the date of acceptance of Purchase Order.	Solution is complex, requesting the ban to extend the delivery timeline to 12 weeks for full integration. H/W and Software included and a minimum of 7-8 weeks for delivery.	Kindly refer Amendment-2 to this GeM bid.
84	Service Level Agreements (SLAs)	**1. Delivery of Service** 1.1. Bank shall provide the address and contact details for delivery of required Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the purchase order. Delivery of all Hardware should be within 3 weeks from the date of acceptance of the Purchase Order. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Consider giving more time upto 6 weeks as hardware placing or order and procurement takes more time.	Kindly refer Amendment-2 to this GeM bid.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
85	Special terms & conditions of the Contract	11. Order Cancellation / Termination of Contract: 11.3. Bank shall have the right to serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during Contract period without assigning any reasons.	We request client not to use termination of convinience during contract period	Bidder has to comply with the RFP terms.
86	Special terms & conditions of the Contract	9. Cooperation with the Service Provider 9.1. The Bidder, who is awarded the order under this tender, should co-operate with Bank's Service Provider or any other agency which has been entrusted with or involved in the work like M/s Oracle Financial Services Software Ltd. (M/s OFSS), M/s IBM India Pvt Ltd., M/s Financial Software Service (M/s FSS) etc. 11. Order Cancellation / Termination of Contract: 15. Negligence 16. Assignment	1. Cooperation with the Service Provider---Please add - The Cooperation's sought should not increase bidder's financial liability and over all liability/obligations under the RFP. 2. Order Cancellation / Termination of Contract -- Failure to perform should be limited to Service Credit and Cancellation should occur only if the failure cannot be cured within 30 days. 3. Negligence -The liability for such penalties shall be limited to the Services Credits. 4.Assignment--Bidder should be allowed to assign to an Affiliate or any successor in interest as part of reorg or merger Please add at the end of 16.1 - "Except, bidder may assign its rights under this Agreement, without the prior consent of Bank, to an Affiliate or any successor in interest to Bidder, whether by way of merger, reorganization or sale of assets (including any sale of a line of business)."	Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
87	Special terms & conditions of the Contract	17. Publicity Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank. 20. Intellectual Property Rights 21. Confidentiality and Non-Disclosure	Publicity - Please make this clause mutual - Any publicity by either party in which the name of the other party is to be used will be done only with the explicit written permission of the other party. 2. Intellectual Property Rights - With respect to all indemnity Claims including intellectual property claims, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO giving rise to the liability 3. Confidentiality and Non-Disclosure - Confidential obligation should be equally applicable to the Bank	Bidder has to comply with the RFP terms.
88	Special terms & conditions of the Contract	26. Adoption of Integrity Pact 26.9. Integrity pact shall be signed by the person who is authorized to signed the Bid.	Dear Sir, please let us know do we need have to submit the original copies intergrity pact to the bank in person, or uploading the soft copies of integrity pact suffice. Please let us know the list of documents to be shared with the Bank in the form of Physical/Hard Copies.	Bidder has to comply with the RFP terms.
89	Special Terms & Conditions of the Contract	11.Order Cancellation / Termination of Contract:	No exit route for the bidder provided,Kindly consider the clause to be mutual so that we would also have a right to terminate in case of any contractual breach from your side and also kindly allow the bidder to give notice of termination under few circumstances like bidder ceasing to offer service on account of any statutory requirements	Bidder has to comply with the RFP terms.
90	Special Terms & Conditions of the Contract	16.Assignment	Kindly allow us to assisgn with prior initimation in case of any organisational changes.	Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
91	Special Terms & Conditions of the Contract	20.Intellectual Property Rights	Kindly understand providing 100% warranty on IPR infringement is not possible for anyone , however we are accepting the liability to indemnify in case of any such infringement. Also we would request to exclude additional penality for such infringement.	Bidder has to comply with the RFP terms.
92	Special Terms & Conditions of the Contract	21.Confidentiality and Non-Disclosure	Kindly make this clause mutual as we will also be sharing our confidential Information.	Bidder has to comply with the RFP terms.
93	Special Terms & Conditions of the Contract	22. Indemnity 22.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 22.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;	Kindly exclude this point from Indemnity as the same shall be covered under other contractual liability.	Bidder has to comply with the RFP terms.
94	Special Terms & Conditions of the Contract	22. Indemnity 22.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	Liability too high, kindly reduce it to one year recievables.	Bidder has to comply with the RFP terms.
95	Special Terms & Conditions of the Contract	23.Force Majeure	Kindly include pandemics in the difination of Force Mejeure to te extent of its effect to delivery of Services.	Bidder has to comply with the RFP terms.

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
96	Special Terms & Conditions of the Contract	29. Modification/Cancellation of GEM BID The bank reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection/cancellation.	Kindly provide an oppurtunity of being heard in case of rejection and consider to inform the reason for rejection.	Bidder has to comply with the RFP terms.

Place: Bengaluru

Date: 19/08/2021

Deputy General Manager