Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Deliverables & Service Level Agreements	1. Delivery, Installation, Integration and Commissioning: 1.2. The proposed services will be hosted on SAAS model and cloud server to be located within India. Bidder has to provide the rights of the hosted solution in cloud.	Please clarify the rights of the hosted solution expected to be provided by the bidder	Bank will have all the rights on the Data stored and the application hosted for Bank's use . The Bidder to give exclusive rights on the proposed cloud space for conducting any security audits on its own or through Bank empanelled agencies.
2	Deliverables & Service Level Agreements	1. Delivery, Installation, Integration and Commissioning: 1.3. The selected bidder has to Supply and Install the base version of the Integrated WhatsApp & Chatbot Solution within 4 weeks from the date of acceptance of the order.	As the scope of what is to be configured and integrated in the BOT is not detailed , it will not be possible to commit 4 weeks . We can give the timelines once we get the scope from the bank. Kindly advise	Bidder has to comply with GeM bid terms & conditions.
3	Deliverables & Service Level Agreements	1. Delivery, Installation, Integration and Commissioning: 1.3. The selected bidder has to Supply and Install the base version of the Integrated WhatsApp & Chatbot Solution within 4 weeks from the date of acceptance of the order.	The selected bidder has to Supply and Install the base version of the Integrated WhatsApp & Chatbot Solution within 4 weeks from the date of acceptance of the order. Considering the scope of project and whatsapp APIs to be integrated can the timelines be extended ? "	Bidder has to comply with GeM bid terms & conditions.
4	Deliverables & Service Level Agreements	1. Delivery, Installation, Integration and Commissioning: 1.4. The selected bidder has to Install, configure, integrate and customize the solution within 8 weeks from the date of acceptance of purchase order.	As the scope of what is to be configured and integrated in the BOT is not detailed , it will not be possible to commit 8 weeks . We can give the timelines once we get the scope from the bank. Kindly advise	Bidder has to comply with GeM bid terms & conditions.
5	Deliverables & Service Level Agreements	1. Delivery, Installation, Integration and Commissioning: 1.5. The selected bidder has to complete User Acceptance Test (UAT) and has to complete the production movement within 4 Weeks from the date of delivery of customized solution.	Commencement of UAT depends on the scope agreed and accepted with the Bank and time taken to configure/integrate. The Milestones can be finalised post a discussion with the bank	Bidder has to comply with GeM bid terms & conditions.
6	Deliverables & Service Level Agreements	1. Delivery, Installation, Integration and Commissioning: 1.6. The selected bidder has to make the Integrated WhatsApp & Chatbot Solution live within 12 weeks from the date of acceptance of the order or 13 weeks from the date of Purchase Order whichever is earlier.	This seems to be condracting the earlier points viz 1.3 / 1.4 so will require a discussion with the bank on the scope and timelines	Bidder has to comply with GeM bid terms & conditions.
7	Deliverables & Service Level Agreements	1. Delivery, Installation, Integration and Commissioning: 1.7. The solution will be accepted after complete integration and satisfactory working of the solution.	UAT Sign off is the industry accepted criteria for the Go Live of the solution	Bidder has to comply with GeM bid terms & conditions.

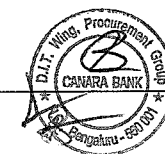| 8	Payment Terms	1. Payment schedule for Integrated Whatsapp & Chatbot will be as under: 1.4. Charges for Bank Initiated WhatsApp messages 100% Monthly in arrears. Based on the actual number of message counts sent by the Bank.	It is recommended that the bank applies for the the whatsapp business account directly to have full control over the price and approval of the templates. Hence we request to amend the section and the bidder can provide full support in technology integration and set up of the account.	Bidder to support Bank in integrating with the Whatsapp services. The all mentioned activities to be undertaken by the selected bidder on behalf of Bank.
9	Payment Terms	1. Payment schedule for Integrated Whatsapp & Chatbot will be as under: 1.4. Charges for Bank Initiated WhatsApp messages 100% Monthly in arrears. Based on the actual number of message counts sent by the Bank. 1.5. Charges for User Initiated WhatsApp messages if any 100% Monthly in arrears. Based on the actual number of message counts sent by the User.	What are the minimum expected messages per month? What is the expect growth % year-on-year across channels?	Kindly refer the Annexure-7 (Bill of Material) for the same. Bidder has to comply with GeM bid terms & conditions.
10	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	10. The Bidder should be able to support voice on all channels like Android, IOS, Web, WhatsApp (UI Menu driven ChatBot) and IVR.	Which IVR solution bank is using and does it expose APIs?	The information will be shared with the selected bidder.
11	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	10. The Bidder should be able to support voice on all channels like Android, IOS, Web, WhatsApp (UI Menu driven ChatBot) and IVR.	Please explain Whatsapp (UI Menu Driver Chatbot) different from other chatbot expected?	Bidder to supply Menu driven Bot on Whatsapp.
12	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	10. The Bidder should be able to support voice on all channels like Android, IOS, Web, WhatsApp (UI Menu driven ChatBot) and IVR.	Can you please clarify the channels? There are a different set of platforms/channels mentioned in point 17?	The points mentioned are the platforms which runs on the mentioend channels(like Android, IOS, Web, WhatsApp) and IVR.)
13	Deliverables & Service Level Agreements	10. Uptime 10.3. Bidder should consider high-availability (active-passive) at DC & DR with RPO of 15 minutes and RTO of 120 minutes. The data files along with archives and individual file storage should be hosted in India for primary and secondary copies.		Bidder has to comply with GeM bid terms & conditions.

14	Deliverables & Service Level Agreements	10.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-1 (Scope of Work) and Annexure-2 (Technical requirements), during the period of the Contract and also during ATS, if contracted, which shall be calculated on monthly basis.	We promise an uptime of 99.5%	Bidder has to comply with GeM bid terms & conditions.
15	Annexure-14 DRAFT CONTRACT AGREEMENT	10.2 [c] If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/ SERVICE PROVIDER for such deliverables, along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.	If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/ SERVICE PROVIDER for such deliverables., along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for service credits payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.	Bidder has to comply with GeM bid terms & conditions.
16	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	100. Bidder should have capability to deploy the solution on-premises. In future, It is Bank's discretion to host the services on-premises for Business continuity or security purposes.	Please confirm if on-prem is a future requirement or under the current scope.	Bank may host the solution on-premises at its own discretion in future. Bidder must have capability to host the solution on-premises.
17	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	100. Bidder should have capability to deploy the solution on-premises. In future, It is Bank's discretion to host the services on-premises for Business continuity or security purposes.	Our solution is PaaS based and at present we do not have option to deploy on premise. Please confirm if this is acceptable.	Bank may host the solution on-premises at its own discretion in future. Bidder must have capability to host the solution on-premises.
18	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	100. Bidder should have capability to deploy the solution on-premises. In future, It is Bank's discretion to host the services on-premises for Business continuity or security purposes.	Basis our understanding, this should be a readily available solution at the time of bidding and is the basic eligibilty criteria for the bidders. Please confirm.	Bank may host the solution on-premises at its own discretion in future. Bidder must have capability to host the solution on-premises.

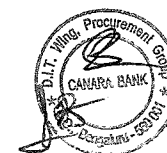| 19	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	102. The system should be capable of verified WhatsApp Business account of Canara Bank. The setup is to be done on Indian phone Number.	does canara bank have a business account from whatsapp, do they have a service provider like Twillio to provide the connectivity to whatsapp services as I believe whatsapp has partners who provide such services through whom we need to integrate whatsapp	No, at present Bank does not have such facilities.
20	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	103. The WhatsApp Business API provided by the system should support Profile Management, Contact Management and Message Support.	Please elaborate the requirement	It is expected that Bidder will support in taking consent from customers to contact through Whatsapp. The consent may be through Website, IVR, SMS etc. This information has to be preserved and kept as contact list (Profile, Contact Management).
21	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	104. The system should be capable of adding new user to contact list should support import via phone number and through WhatsApp user verification. It should also support contact verification function which check added user have active WhatsApp user account and should also send contact name along with the first message.	Whatsapp API does not allow this. We cannot check this. API will only send us undelivered status.	It is expected that Bidder will support in taking consent from customers to contact through Whatsapp. The consent may be through Website, IVR, SMS etc. This information has to be preserved and kept as contact list (Profile, Contact Management).
22	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	105. The system should support message status support (send, delivered, read), rich messaging support (documents, audio message, location sharing etc.) and template message (template message request / creation via console, template message retrieval via API and template message localization (local language)) support.	Can you please clarify templatized message localization in the context of whatsapp banking?	The messages being sent to the customers will be sent in multi-lingual format. Bank will be pushing content in ENGLISH/HINDI only. The bidder has to push the content in local language to preserve the transliteration meaning of the message in local language.
23	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	11. The BOT platform should also support voice based navigation to relevant content on web channels.	We didnot understand the ask, please elaborate the requirement	The bot should be able to navigate to menu options on the integrated platform/channel, using the voice based commands. The command may be in any Indian vernacular language as mentioned in the GeM bid.
24	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	11. The BOT platform should also support voice based navigation to relevant content on web channels.	Please clarify the same. Do you expect the bot to navigate to website/links based on user's query?	The bot should be able to navigate to menu options on the integrated platform/channel, using the voice based commands. The command may be in any Indian vernacular language as mentioned in the GeM bid.

25	Annexure-14 DRAFT CONTRACT AGREEMENT	11.5. VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.	VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project for the period 12 months prior to which the claim arose.	Bidder has to comply with GeM bid terms & conditions.
26	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	112. The system should facilitate integration with Bank's email solution. The messages received within specified period should be automatically sent to designated Email id with Mobile no. of the Sender in subject along with the query in body of the email message. Also, the sender should get an acknowledgement message on WhatsApp.	We can create email tickets in our platform itself, we need clarity on the requirement here	The requirement is elaborated. Bidder has to comply with GeM bid terms & conditions.
27	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	114. The system should support for API integration over SMPP and XML/Query String/JSON/ISO etc.	We support REST API, as most of the applications use REST only	REST API also forms the part of mentioned requirement.
28	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	115. The system shall implement sending WhatsApp messages in English and Hindi.	Based on our undersatnding the system shall implement sending WhatsApp messages in English, Hindi and all other regional languages under the scope of work of the RFP. This has been specified in point 116 under section V of the SOW.	Whatsapp messages must be implemented to support all the Indian Vernacular Language as mentioned in the GeM bid.
29	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	12. The BOT should support Voice Banking through API integrations.	Please clarify this requirement. How it is expected to work?	The bot should be able to navigate to menu options on the integrated platform/channel, using the voice based commands. The command may be in any Indian vernacular language as mentioned in the GeM bid.
30	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	13. ChatBot Solution should support speech-to-text (S2T) conversion of the user's voice and text-to-speech (T2S) conversion for the ChatBots spoken response. Solution should also have connectors to use Smart Assistants such as Alexa, Google Home, etc. and Phone, IVR, SMS/eMail etc.	We can support the ask but we assume that the Bank will bear the cost of SMS, Email, IVR & Phone charges and other Channels like Google Assistant. Cost for Web, App, WhatsApp Bot we will take care.	Yes. Bank will expose APIs to integrate with mentioned communication channel (SMS, eMAIL and IVR).
31	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	13. ChatBot Solution should support speech-to-text (S2T) conversion of the user's voice and text-to-speech (T2S) conversion for the ChatBots spoken response. Solution should also have connectors to use Smart Assistants such as Alexa, Google Home, etc. and Phone, IVR, SMS/eMail etc.	Please explain the phone and email part	Automated replies can be sent over email by the proposed BOT solution . T2S feature can be integrated to IVR solution through API calls.

32	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	14. The Bidder should provide an option to choose the preferred language both on the chat and voice bots to end-users.	Our understanding is It will be an integrated voice and chat bot across channels. Is our understanding correct?	Yes
33	Annexure-14 DRAFT CONTRACT AGREEMENT	14.1. No person of the Bank or the Vendor/Service Provider and third parties shall violate the Social Media Policy of the Bank.	Please share your social media policy	Kindly refer the same at https://canarabank.com/User_page.aspx?cid=114.
34	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	16. The bot should be able to mask un parliamentary and unprofessional inputs from the end-users.	Pls provide some examples of un parliamentary and unprofessional inputs.	The words which are inappropriate in business terms and are too casual.
35	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	16. The bot should be able to mask un parliamentary and unprofessional inputs from the end-users.	What Bot is expected to do with the masked data?	The bot has to fallback to the previous menu.
36	Special terms & conditions	17. Execution of Agreement: 17.1. Within 21 days from the date of acceptance of contract, selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format. Failure to execute the agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.	For Direct Bid, Oracle Proposes Oracle Master Agreement (OMA) and Oracle Cloud Services Agreement (OCSA) as the Base contractual documents for Terms and Conditions for this Tender, overriding the terms and conditions specified in the Tender. Is it acceptable to the Bank?	Bidder has to comply with GeM bid terms & conditions.
37	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	17. The technology should be easily extensible to different platforms such as Mobile Banking, Internet banking, UPI, Mobile wallet, e-Mail/SMS Integration, Social Media platforms like Facebook, Twitter, Instagram, WhatsApp.	Does it mean that the system should be able to deploy BOT on all these channels ? What is email/SMS integration	Yes. email/SMS integration will be done through API. The API will be exposed by the Bank.

38	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	17. The technology should be easily extensible to different platforms such as Mobile Banking, Internet banking, UPI, Mobile wallet, e-Mail/SMS Integration, Social Media platforms like Facebook, Twitter, Instagram, WhatsApp.	Please explain how it is expected to work? Are you expecting the Bot to work on mobile banking app, mobile wallet app etc?	Yes
39	Special terms & conditions	18. Order Cancellation/Termination of Contract: 18.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 18.1.1. Delay in delivery of services in the specified period. 18.1.2. Serious discrepancies noted in the inspection. 18.1.3. Breaches in the terms and conditions of the Order.	The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons ~~and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract,~~	Bidder has to comply with GeM bid terms & conditions.
40	Special terms & conditions	18. Order Cancellation/Termination of Contract: 18.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.	~~If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.~~	Bidder has to comply with GeM bid terms & conditions.
41	Special terms & conditions	18. Order Cancellation/Termination of Contract: 18.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract. 18.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.	~~The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.~~ ~~In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.~~	Bidder has to comply with GeM bid terms & conditions.

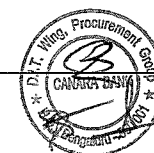| 42	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	18. The Bot should be able to Integrate with our Existing Internal Solutions like AD, SAS(Web Based Single Sign on System connected with AD and HRMS and used by all branches/Offices of Canara Bank), Cannet (Internal Web site for employees), CTS(Case ID and Ticketing Systems) ,CBS(Core banking Solutions to assist the staff to operate the menus) etc.,	How many system integrations would be required. We assume there are APIs available for all those systems. And, how many APIs will be there.	API will be provided by the Bank. The number of systems are defined in the RFP scope. The detailed scope will be provided to the selected bidder.
43	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	18. The Bot should be able to Integrate with our Existing Internal Solutions like AD, SAS(Web Based Single Sign on System connected with AD and HRMS and used by all branches/Offices of Canara Bank), Cannet (Internal Web site for employees), CTS(Case ID and Ticketing Systems) ,CBS(Core banking Solutions to assist the staff to operate the menus) etc.,	Pls confirm all backend systems with which integration is sought exposes APIs.	The information will be shared with the selected bidder.
44	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	18. The Bot should be able to Integrate with our Existing Internal Solutions like AD, SAS(Web Based Single Sign on System connected with AD and HRMS and used by all branches/Offices of Canara Bank), Cannet (Internal Web site for employees), CTS(Case ID and Ticketing Systems) ,CBS(Core banking Solutions to assist the staff to operate the menus) etc.,	Please explain how bot is expected to work with these applications?	The integration will be through APIs. Bank will share the API to the selected Bidder.
45	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	19. Bot should be both platform and Operating System independent.	Please elaborate more. For Cloud based PaaS solutions this point is irrelevant.	The BOT should be seamlessly integrated with various platforms and Operating Systems (Android, iOS etc.) as per the GeM bid terms.
46	Annexure-2 Technical Evaluation Parameters	2. Implementation experience for Chatbot Banking Solution. 4. Implementation experience for WhatsApp Banking Solution.	Consider experince in Global Financial Industry	Bidder has to comply with GeM bid terms & conditions.
47	Deliverables & Service Level Agreements	2. Onsite/Offsite Resources: 2.17. Response Time and Meantime to Restore [MTTR] 2.17.1. Response Time shall be 2 hours and MTTR shall be 4 hours. 2.17.2. Time specified above is from lodging of complaint. 2.17.3. However, penalty shall be applicable as per uptime clause.	Please specify the process or mechanism to be followed in the complains handling. There could be a delay in the complaint reaching the support team resulting in SLA breach so this needs a discussion	Bidder has to comply with GeM bid terms & conditions.

48	Deliverables & Service Level Agreements	2. Onsite/Offsite Resources: 2.9. The Bidder should help bank in resolving any security observations as per the IS Policy of the Bank.	This needs to mutually discussed as few documents cannot be shared due to PII nature	Bidder has to comply with GeM bid terms & conditions.
49	Deliverables & Service Level Agreements	2.14. The Bidder should enter into Service Level Agreement with bank for providing Remote Access to OEM during troubleshooting as per Annexure-15.	Our SaaS model donto need the remote access however login based access will be provided for the platform.	The remote is for accessing the Bank's system. if any requirement arises, it will be provided to the Selected bidder.
50	Annexure-14 DRAFT CONTRACT AGREEMENT	2.6. If during the term of Contract, the performance in whole or in part by either Party [BANK/VENDOR/ SERVICE PROVIDER] of any obligations under the Contract is prevented or delayed by reason of war, destructive act of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemic, quarantine restrictions, strikes, lock-outs, or acts of god (hereinafter referred to individually as an "Event" the notice of happening of which shall be given by either Party to the other within seven days of the date of occurrence of such Event), neither Party [BANK nor VENDOR/ SERVICE PROVIDER] shall be entitled to terminate this Contract nor have any claim for damages against the other by reason only of such non-performance or delay in performance.	Contract is prevented or delayed by reason of war, destructive act of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemic, quarantine restrictions, strikes, lock-outs, or acts of god **or any reason beyond its control**	Bidder has to comply with GeM bid terms & conditions.
51	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	20. Ecommerce BOT for powering services such as recharges, bill payments, cab, laundry, events &movie booking, health, bus, train and hotel flight booking, local search and deals.	Bank is assumed to already having these 3rd party integration with the existing websites/portal and the expectation is to use the same with chatbot? Please confirm.	Yes
52	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	20. Ecommerce BOT for powering services such as recharges, bill payments, cab, laundry, events &movie booking, health, bus, train and hotel flight booking, local search and deals.	Are you expecting bot to perform these or bot to navigate to the respectice applications/apps	Bot must support the mentioned functionalities. Bank will support APIs wherever applicable.
53	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	22. Subscription Messaging. News and Announcements.	Does the Bank Already have a notification system which we can leverage ; If we need to bring a notification system , can TCS bring third party solutions	Bidder has to comply with GeM bid terms & conditions.

54	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	22. Automatically segmenting Push Notifications to customer by Bot: Segmentation entails classifying your users into more specific audiences based on attributes like activity, location, and interests. With these defined audiences, Bot should be able to craft messaging that is more appropriate or appealing to these users. This approach can ensure that every message you send to your subscribers will be more relevant and lead to greater engagement.	Do you want bot to push this info?	Yes
55	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	22. Customer Survey as and when Bank requires.	How are you expecting bot to show these information?	The bot should have the capability to enable Customer survey as per Bank's requirement.
56	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	22. Increase frequency of usage for products by pushing offers and other promotional activities on different products like Banners.	What are banners ? Are these digital banners on bank website ?	Banners are digital advertisement materials in the form of Images/videos.
57	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	22. News and Announcements.	Please explain the requirement in detail in terms of how Bot is expected to perform this	The new product details, rate changes etc must be sent as push notification to the users on the channel.
58	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	22. Subscription Messaging.	Please Elaborate	The customer/user will be informed about periodic changes in his interest areas. E.g. Reminders about Bill Payments etc.
59	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	22. Subscription Messaging.	Please explain the requirement in detail in terms of how Bot is expected to perform this	It is expected that Bidder will support in taking consent from customers to contact through Whatsapp. The consent may be through Website,IVR, SMS etc. This information has to be preserved and kept as contact list (Profile, Contact Management).

60	Special terms & conditions	25. Negligence: In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract ~~holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.~~	Bidder has to comply with GeM bid terms & conditions.
61	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	25. The selected bidder should analyse and train bot proactively on an on-going basis. Dashboard access is to be provided to Bank's team for effective real time monitoring. Bot should be updated with all the latest information related to Bank's existing as well as newly introduced products and services at any point of time.	Please explain - a) dashboard requirements as its there in multiple requirements? C) Bot should be updated - how it is expected to work	a) The dashboard must provide real time monitoring facility for the BOT functioning . E.g Number of Failed query replies etc. c) Bank has asked for AI/ML based Bots . It is expected that BOT will train itself over a period of time and the training will be done periodically on its own by the BOT based on the usage and data gained by the BOT
62	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	27. Platform should have capabilities based on NLP i.e. built-in sentiment and tone detection, average deep learning-based model accuracy, automatic speech recognition and speech synthesis, semantic knowledge packs etc., Multi Language Support, Entity Skipping Flows, Automatic conversation validation, transcript analyzer toolkit, Goal-based flows and state tracking, forms & rating, rich GUI based workflow designer etc.	Please explain how the below is expected to work - transcript analyzer toolkit, Goal-based flows and state tracking, forms & rating, rich GUI based workflow designer etc.	The BOT must provide features of feedback in interactive way. The feedback mechanism must be available for customization with the Bank team. Also, the Workflow in which the BOT responds to queries must be customizable. E.g. If Bank wants to change flow of Balance enquiry , then Bank may customize the flow.
63	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	3. The SME (Subject Matter Expert) shall share the information/FAQ and the solution shall convert the information ready for BOT conversation, documents like Pdf, Excel, Word, CSV etc.* For example: Internal guidelines like circular/Memos/Special communications in pdf, excel, word, csv format should be converted to information and should be made available to users through Bots.	Is it mandatory to support all formats like .xls, .csv,.pdf,.doc etc. Is it fine for the bank if we can convert all file types into excel ?	Bidder has to comply with GeM bid terms & conditions.

64	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	3. The SME (Subject Matter Expert) shall share the information/FAQ and the solution shall convert the information ready for BOT conversation, documents like Pdf, Excel, Word, CSV etc.* For example: Internal guidelines like circular/Memos/Special communications in pdf, excel, word, csv format should be converted to information and should be made available to users through Bots.	Do you expect bot to convert these documents ?	Bidder has to comply with GeM bid terms & conditions.
65	Deliverables & Service Level Agreements	3.2. The Bidder has to provide comprehensive On-site replacement warranty for Five (5) years.	As a SaaS soluiton there is no warranty involved, we shall be supporting the customer throughout the maintenance period	Bidder has to comply with GeM bid terms & conditions.
66	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	30. ChatBot must engage with bank's customers by broadcasting personalized reminders for payment, insurance dues, premium, update on complain status, policies, polls, surveys, targeted broadcasts to a particular age range.	The external application should expose required API to broadcast the message specific to user on payment reminder/policies.etc.	Bank will provide the required APIs wherever applicable.
67	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	30. ChatBot must engage with bank's customers by broadcasting personalized reminders for payment, insurance dues, premium, update on complain status, policies, polls, surveys, targeted broadcasts to a particular age range.	Do you expect Bot to send these personalized information to individual customers?	Yes
68	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	31. Admins should be able to add / update / delete/ modify responses of the unanswered queries on the basis of conversation analysis between bot and customer.	Is this similar to handing over an unanswered query to Agent or Will the Admins update the knowledge base based on Unanswered queries.	It is similar to handing over the unanswered queries to live Agent.

69	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	32. ChatBot must allow users login or sign-up new users from ChatBot. Users can use any channel to login or sign-up (website ChatBot, mobile app ChatBot, messenger ChatBot).	When a user sign up, where the users will be registered/stored? - in one of the requirements above it is mentioned that there are multiple systems - does the users for all these will be signed up from ODA? What is the existing LDAP/User management system ? -AD, SAS(Web Based Single Sign on System connected with AD and HRMS and used by all branches/Offices of Canara Bank), Cannet (Internal Web site for employees), CTS(Case ID and Ticketing Systems) ,CBS(Core banking Solutions to assist the staff to operate the menus) etc.,	LDAP is for internal users. Bidder has to comply with GeM bid terms & conditions.
70	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	33. Multi-factor authentication and support for Single Sign On (SSO), Security Assertion Markup Language (SAML), Open Authorization supported Login/Sign-up should be available.	Is this for Agent or customer?	Live Agent and Internal users of the Bank.
71	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	35. ChatBot solution should be able to handle minimum 1000 concurrent Chat Sessions, conversation response accuracy of 97%, ChatBot uptime of 99.50% on quarterly basis.	How is conversational Response Accuracy is measured?	The conversational response accuracy is measured in terms of (TP/(TP+FP)). TP : True Positives FP: False Positive
72	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	36. The proposed solution must comprise of an interactive dashboard containing detailed MIS including data regarding calculation of uptime, system availability, penalties (if any) etc.	Dashboard requirement is out of scope for ODA. Should be considered seperately. ODA comes with its own dashboard for analytics but anything beyond should be handled seperately	Bidder has to comply with GeM bid terms & conditions.
73	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	37. The services to be provided on SaaS model. (It is a software distribution model in which a dedicated cloud provider hosts application and make them available to end users over the internet) with high availability. Bidder has to comply all the existing and regulatory guidelines.	SaaS model from pricing perspective or from hosting as well. Please elaborate more.	Kindly refer the Annexure-7 (Bill of Material) for the same. Bidder has to comply with GeM bid terms & conditions.

74	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	37. The services to be provided on SaaS model. (It is a software distribution model in which a dedicated cloud provider hosts application and make them available to end users over the internet) with high availability. Bidder has to comply all the existing and regulatory guidelines.	Please provide volumteric information for sizing the solution. 1. B2C - No of hourly/daily/monthly customer sessions through multiple channels. Also indicate average interaction per session. 2. B2E - No of hourly/daily/monthly customer sessions to helpdesk at present. Also indicate average interaction per session. 3. B2B - No of hourly/daily/monthly customer sessions through multiple channels. Also indicate average interaction per session.	The information will be shared with the selected bidder.
75	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	37. The services to be provided on SaaS model. (It is a software distribution model in which a dedicated cloud provider hosts application and make them available to end users over the internet) with high availability. Bidder has to comply all the existing and regulatory guidelines.	What is SaaS model expected here?	The clause is self explanatory. Bidder has to comply with GeM bid terms & conditions.
76	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	39. Financial Services through ChatBot: Following services are to be integrated with ChatBot which includes and not limited	How many services mentioned in 39 needs to be deployed in pthe frist 12 weeks ?	Bidder has to comply with GeM bid terms & conditions.
77	Payment Terms	4. Charges for Bank Initiated WhatsApp messages 100% Monthly in arrears. Based on the actual number of message counts sent by the Bank.	Is Monthly in advance or quarterly in advance invoices with 30 days credit period acceptable to Bank?	Bidder has to comply with GeM bid terms & conditions.
78	Bid Document	4. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.	kindly give clarity on the similar services?, Can we consider it as omnichannel of interacting, CLM and related services offerings as one WO for estimated bid value. We request Bank to consider all types of WO related to same service	Bidder has to comply with GeM bid terms & conditions.

79	Bid Document	4. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.	Request to consider Bidder/OEM implementation experience	Bidder has to comply with GeM bid terms & conditions.
80	Bid Document	4. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.	request to consider all Ongoing implementations of Chatbots/ WhatsApp as experience	Bidder has to comply with GeM bid terms & conditions.
81	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	4. The BOT should support Scrapping & Crawling of Canara Bank Websites.	What content needs to be crawled from the website ? What frequency this crawling should happen ?	The crawling depends on the information sought by the user/customer on a daily basis. The bot must be trained for the pages available in the Bank's websites.
82	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	4. The BOT should support Scrapping & Crawling of Canara Bank Websites.	Please explain the use case for this requirement	The crawling depends on the information sought by the user/customer on a daily basis. The bot must be trained for the pages available in the Bank's websites.
83	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	4. The BOT should support Scrapping & Crawling of Canara Bank Websites.	What is the end objective of this activity?	The crawling depends on the information sought by the user/customer on a daily basis. The bot must be trained for the pages available in the Bank's websites.

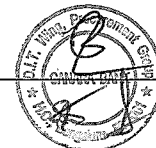| 84	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	40. BOT platform should provide for a live agent dashboard for seamless transfer of entire chat to the live agent. ChatBot System should be integrated with Bank's Call center for further assistance from Call Center Executives.	What is the expected live agent application?will it be Oracle Service cloud or some other system?	The live agent system has to be provided by the selected bidder.
85	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	40. BOT platform should provide for a live agent dashboard for seamless transfer of entire chat to the live agent. ChatBot System should be integrated with Bank's Call center for further assistance from Call Center Executives.	Is there already a live agent platform to which the bot needs to integrate ? Is there to bring a live agent platform as a part of this scope ?	The live agent system has to be provided by the selected bidder.
86	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	41. If agent is not available, the BOT should be capable of raising a service ticket and tracking the same.		The live agent system has to be provided by the selected bidder.
87	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	42. The BOT platform should also support rule based re-directing of chat to a relevant live agent based on customer or conversation type.		The live agent system has to be provided by the selected bidder.
88	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	43. The BOT platform should have an integrated content management system to support the above if required.	please explain this requirement i.e how it is expected to work. What is the content management expected to integrate.	The BOT must be trained on the required contents. It is a standard part of AI/ML based chatbot.
89	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	46. The company should be able to provide the information on various levels the type of user interacting with regards to the demographic profile of the customer.	Need more details. Please explain demographic profile and how is it expected to provide this information	Data will be provided by the bank to selectde bidder through APIs.
90	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	48. The solution should be capable of handling all questions and access to all the conversations based on search text in reports.	Please provide an example	e.g. Crawling of websites

91	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	48. The solution should be capable of handling all questions and access to all the conversations based on search text in reports.	Do you expect to have some reporting capabilities?	The standard reports must be provided by the bidder.
92	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	49. Solution should provide the real-time dashboard to help in generating industry-specific actionable insights for brand management, reputation management, customer satisfaction assessment, and so forth. Solution should be capable of providing reports in different formats such as word, excel, CSV, PDF, etc. instantaneously.	We will provide the reports in CSV format please confirm if it is ok.	Bidder has to comply with GeM bid terms & conditions.
93	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	49. Solution should provide the real-time dashboard to help in generating industry-specific actionable insights for brand management, reputation management, customer satisfaction assessment, and so forth. Solution should be capable of providing reports in different formats such as word, excel, CSV, PDF, etc. instantaneously.	Can bank provide us the KPIs and format which need to be shown in the industry specific reports ?	The information will be shared with the selected bidder.
94	Deliverables & Service Level Agreements	5. Techno Commercial Evaluation Process: 5.8. The Criteria for Technical Evaluation and Commercial Evaluation will have weightage of 30:70.	Request the bank to re look at the weightage of technical and commerical scoring and consider revising the weightage to 70 : 30 (Technical : Commercial)	Bidder has to comply with GeM bid terms & conditions.
95	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	53. BOT solution should be updated with all the latest information related to Bank's existing as well as newly introduced products and services at any point of time.	Bot should be updated - how it is expected to work	Using AI/ML technologies, training on the data and through crawling of the pages available in the Bank's websites.
96	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	54. BOT should be capable of supporting fuzzy search as well as search within documents for unstructured data or content.	Can bank provide us some use cases for better clarity on the fuzzy search functionality?	Here the crawling mechanism can be taken as example. Crawling depends on the information sought by the user/customer. The bot must be trained for the pages available in the Bank's websites.
97	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	54. BOT should be capable of supporting fuzzy search as well as search within documents for unstructured data or content.	Where the Bot is expected to search the documents? What is the source system?	The source system will be exposed to the selected bidder. It wil be data repositories maintained in the Table and documents like excel,word or PDF.

98	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	56. BOT must have the support to provide response using rich media templates.	Are you referring to displaying GIFS, Vidoes (Youtube), Images as reponse?	Yes
99	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	57. The solution must provide various inbuilt small talk libraries.	Need more inputs on this point. Pls provide scenario or elaborate.	The BOT mut support Small talk liabraries to start conversation to non-customers dynamically.e.g. Based on the type of query and language used by the customer.
100	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	58. Out-of-box deployment to Phone, IVR, and SMS Smart Assistants (Alexa, Google Home, bank's own robots available in select branches, etc.) must be available.	Browser based webapps will be supported	Bidder has to comply with GeM bid terms & conditions.
101	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	58. Out-of-box deployment to Phone, IVR, and SMS Smart Assistants (Alexa, Google Home, bank's own robots available in select branches, etc.) must be available.	Does the bank wants the bot to respond in speech when asked a query? Which phone system to be supported? What does bank mean by Robots? Pls elaborate.	The speech must be having NLP capabilities as mentioned in the GeM bid. It must understand Indian vernacular languages as mentioned in GeM bid. The IVR system may be exposed for making calls.
102	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	58. Out-of-box deployment to Phone, IVR, and SMS Smart Assistants (Alexa, Google Home, bank's own robots available in select branches, etc.) must be available.	Please explain bank having their own robots and how Bot to work with the those?	Bank is having own Robots in select Branches. The Robot uses API to understand and talk using T2S technology.
103	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	59. Solution should be able to set up a virtual ROBOT in external device (like an Animated Character).	Please give details of the system to be used	Bidder to provide animated character which will act and responsd based on NLP capabilities as mentioned in the GeM bid.
104	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	59. Solution should be able to set up a virtual ROBOT in external device (like an Animated Character).	Please explain the external device	Bidder to provide animated character which will act and responsd based on NLP capabilities as mentioned in the GeM bid.

105	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	6. The ChatBot solution should have the capability to perform Cognitive Document Processing (CDP) & Cognitive Document Automation (CDA). CDP is a new platform which harnesses cognitive capabilities such as artificial intelligence and machine learning to ease the burden of processing documents and extracting data from them. It can reduce costs, improve customer experience, and help to ensure regulatory compliance. CDA to automatically collecting required data from different types of documents, approving its validity, and make use of the extracted data adding relevant features and increasing its value.)	Please elaborate the requirement	BOT is expected to train itself from such mentioned documents.
106	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	6. The ChatBot solution should have the capability to perform Cognitive Document Processing (CDP) & Cognitive Document Automation (CDA). CDP is a new platform which harnesses cognitive capabilities such as artificial intelligence and machine learning to ease the burden of processing documents and extracting data from them. It can reduce costs, improve customer experience, and help to ensure regulatory compliance. CDA to automatically collecting required data from different types of documents, approving its validity, and make use of the extracted data adding relevant features and increasing its value.)	Pls elaborate more with scenario to understand the requirement.	BOT is expected to train itself from such mentioned documents.
107	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	60. Platform must support integrations using web hooks, REST APIs, Web Services, ESB-integration, MQ and custom adapters.	What is the use case of integrating with ESB and MQ with respect to chatbot?	For Integrating with CBS systems.
108	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	61. Pre-built integration adaptors must be available for most of the backend systems.	For such integrtaions, we will need REST APIs from the bank side. We understadn bank will provide the same.	Bank will provide the same.
109	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	62. Bot should be able to integrate with Bank's enterprise data warehouse for stats of data created during customer interaction.	Please confirm if API layer is available for us to integrate	Bank will provide the same.

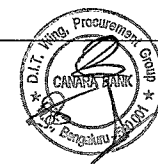| 110	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	62. Bot should be able to integrate with Bank's enterprise data warehouse for stats of data created during customer interaction.	What I the use case for bot to integrate with data warehouse?	The information will be shared with the selected bidder.
111	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	63. System should provide support for integration of Bank's Systems through API calls with WhatsApp services. System should ensure that only authorized application can invoke such APIs.	System should provide support for integration of Bank's Systems through API calls with WhatsApp services - is this for Bot?	Yes
112	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	64. System should also provide support for future integration of other application integration.	Can you please elaborate which are all the applications needs to be integrated in future	The information will be shared with the selected bidder.
113	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	65. System should provide automated alerts through Email / SMS / portal during downtime of the system / error. Any exception should be sent to the bank's team through these alerts instantly. Admin portal should have reports on these exceptions / non-processing due to technical issue / downtime of the system.	IS this expected for bot?	For both Whatsapp and Bot services
114	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	69. The application needs to implement maker-checker principle for activities like important business parameter updates that needs to be change in case of any System/requirement/API level changes.	What are the changes in the application where maker checker principle is needed? Whatever the "Builder" creates needs to be approved by Admin?	Bidder has to comply with GeM bid terms & conditions.
115	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	7. The product/solution should include a keypad (with both phonetic and native types of typing) to support input in Indian languages for Chabot.	We did not understand the ask, please elaborate the requirement	Software keypad for Indian vernacular languages as mentioned in the GeM bid.
116	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	7. The product/solution should include a keypad (with both phonetic and native types of typing) to support input in Indian languages for Chabot.	Are you referring to software keypad or device keypad which will be used by user?	Software keypad for Indian vernacular languages as mentioned in the RFP.

117	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	7. The product/solution should include a keypad (with both phonetic and native types of typing) to support input in Indian languages for Chabot.	please explain this requirement? Do you want a keyboard to appear no chat window?	Yes
118	Deliverables & Service Level Agreements	7. Training 7.1. The Bidders 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 IT & Information Security Management and staff of the Bank after completion of the implementation and the review and feedback should be implemented. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training. Trainer should be well experienced and must have industry certification. Location of the Training must be in Bengaluru only. Bidder should provide the training material and hands-on during the training.	Yes. Solution will be demonstrated to the IT & Security team. However Bank has to help in arranging for a onsite classroom training with workstations and required necessay amenities . Kindly confirm	Bank will provide required infrastructure like Premises, Workstation etc. Other arrangements, Bidder has to bear other expenses apart from above mentioned.
119	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	78. The customer's data must not be stored anywhere in the system provided by the vendor.	Chat logs will be stored, please confirm	Bidder has to comply with GeM bid terms & conditions.
120	Deliverables & Service Level Agreements	8. Assumptions/Presumptions/Modifications The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder's response to this GeM bid, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc in the bidder's response to this GeM bid document. No offer can be modified or withdrawn by a bidder after submission of Bid/s.	The Bidder would like to understand the scope of work / features to be included in the initial deployment, as we do not have the information. Kindly provide. As the Bidder is offering solution as SaaS model under the RFP and as Bidder IP is involved, the terms and conditions governing Bidder SaaS services and Bidder IP will be governed by standard terms and conditions We request the bank to allow submitting such deviations as part of the proposal submission.	Bidder has to comply with GeM bid terms & conditions.

121	Deliverables & Service Level Agreements	8. Security 8.3. The Bank may conduct security audit in the proposed solution after complete implementation.	Only applicable security audits as per Oracle Cloud Data Center policy for Customers would be permitted upon approval. Is this acceptable to Bank?	Bank will conduct security on its own as per Information Security guidelines of the Bank.
122	Deliverables & Service Level Agreements	8. Security 8.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit, RBI Audit etc. without disturbing the production and existing backed up copies.	The solution offered in Cloud PaaS model hence customization of code, specific to Bank requirements is not possible. Is it acceptable to Bank?	Bidder has to comply with GeM bid terms & conditions.
123	Deliverables & Service Level Agreements	8. Security 8.8. Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. 8.9. The selected bidder will have to establish all the necessary procedures/infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.	can we know what sort of standards we need to comply as the statement is too broad and some of the clauses may not even be applicable to this soluiton.	The information will be shared with the selected bidder.
124	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	89. In case of cloud based Solution no customer sensitive information or PII information will be saved or transferred to cloud.	Public cloud based PaaS solution will store temporary or pass data through Cloud. Please confirm if this is acceptable.	Bidder has to comply with GeM bid terms & conditions.
125	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	97. Application should implement countermeasures to protect against data leakage from side channels such as: 1. Web caches. 2. Keystroke logging. 3. Screenshots (iOS Back grounding). 4. Logs 5. Temp Directories	We cannot control these actions by end-users for any channel. Canara bank can add restrictions on their mobile app or website.	Bidder to implement server side security mechanism to control such events.

126	Bid Document	a. EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy. 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". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.	As a valid document of proof, we have MSME Certificate and request confirmation on 100% relaxation from both items. "EMD of 2.5% and ePBG of 3% is excempted for MSME. "As 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"". If the bidder is OEM of the offered products, it would also be exempted from the ""OEM Average Turnover"" criteria	Bidder has to comply with GeM bid terms & conditions.
127	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	A. Technical & Functional Requirement	Is all the features marked as "Mandatory" needs to be available on Day 1 of the implementation, or can they be added over a period of time (Say 1 year), as few of the features are in roadmap	Bidder has to comply with GeM bid terms & conditions.
128	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	Additional Query	How many total expected active users will be there in Web and WhatsApp Chatbot?	The bidder has to maintain concurrency of 1000 users.
129	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	Additional Query	How many expected active users will be there - Web daily, monthly and peak active users?	The bidder has to maintain concurrency of 1000 users.
130	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	Additional Query	How many expected active users will be there - Mobile app daily, monthly and peak active users?	The bidder has to maintain concurrency of 1000 users.

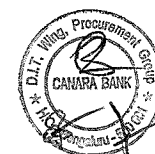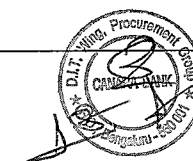| 131	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	Additional Query	What is the current call volume - daily, monthly, peak?	The information will be shared with the selected bidder.
132	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	Additional Query	How many emails are received currently - daily & monthly?	The information will be shared with the selected bidder.
133	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	Additional Query	What are the Expected chat messages in web - daily, monthly & peak?	The information will be shared with the selected bidder.
134	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	Additional Query	What are the Expected chat messages in WhatsApp Bot-daily, monthly & peak?	The information will be shared with the selected bidder.
135	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	Additional Query	Our solution is PaaS based and at present we do not have option to deploy on premise. Please confirm if this is acceptable.	Bidder has to comply with GeM bid terms & conditions.
136	NA	Additional Query	What is the no. of expected chat sessions/ interactions through WhatsApp/Chat Bot per day/per month by customers	The bidder has to maintain concurrency of 1000 users. Further information shall be shared with the selected bidder.
137	NA	Additional Query	How many user interactions are expected on day to day basis for both WhatsApp & Chat bot	The bidder has to maintain concurrency of 1000 users. Further information shall be shared with the selected bidder.

138	NA	Additional Query	9.8: Service Provider may terminate this MSA immediately upon notice (or without notice in the case of non-payment), in case of any material breach of the terms of this MSA by the Bank which is capable of being remedied, but is not remedied within a period of 30 days of such breach.	Bidder has to comply with GeM bid terms & conditions.
139	NA	Additional Query	18 .DISCLAIMER NOTWITHSTANDING ANYTHING TO THE CONTRARY, VENDOR/ SERVICE PROVIDER DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE; NOR DOES IT MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM USE OF THE SERVICES. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, THE SERVICES ARE PROVIDED "AS IS" AND COMPANY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED FOR ANY BREACH OF THE SERVICES WARRANTY. THE ONLY REMEDY AND VENDOR/ SERVICE PROVIDER 'S ENTIRE LIABILITY SHALL BE CORRECTION OF THE DEFICIENT SERVICES TO THE POSSIBLE EXTENT. 19. Whatsapp terms: If the Bank wishes to receive WhatsApp Business Solutions' services from the VENDOR/ SERVICE PROVIDER, VENDOR/ SERVICE PROVIDER(in its capacity of Business Solution Provider of WhatsApp) shall be responsible for creating the WhatsApp for Business Accounts for the Bank. By virtue of this MSA, the Bank shall not be authorized to resell WhatsApp Business Solutions. Further the Bank shall at all times adhere to the WhatsApp Business Solution Terms as available on https://www.whatsapp.com/legal/business-solution-terms	Bidder has to comply with GeM bid terms & conditions.
140	NA	Additional Query	The tender has reference to Cloud based offering but also referring to Perpetual license. Pls clarify?	Bank has sought enterprise license for chatbot software solution that will be hosted in the exclusive cloud space provisioned for the Bank. Kindly refer the scope of cloud hosting of the solution mentioned in the GeM bid document.

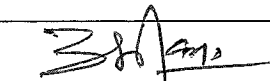| 141	NA	Additional Query	Number of chats per day / month / year – some indication is required here on What % through whatsapp? What % through weh and any other channel?	The bidder has to maintain concurrency of 1000 users. Further information shall be shared with the selected bidder.
142	NA	Additional Query	Number of flows to be configured as basic implementation – any indication?	The information will be shared with the selected bidder.
143	Annexure-1 Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	B. Quoted Hardware/Software Details	As the solution is offered in SAAS model , kindly advise if we can skip this section while responding for the RFP	Kindly refer Amendment-1 to this GeM bid.
144	Bid Document	Bid End Date/Time: 31-03-2022 15:00:00	Request Bank to give at least 15 days time from the date of Pre-bid Queries response shared for submission	Bidder has to comply with GeM bid terms & conditions.
145	Bid Document	Bid End Date/Time: 31-03-2022 15:00:00	Request to extend the date of submission to 20-April-2022 15:00:00	Bidder has to comply with GeM bid terms & conditions.
146	Annexure-4 Eligibility Criteria Declaration Criteria no.9	<u>Eligibility Criteria:</u> The Bidder/OEM should have experience in integrating the proposed WhatsApp & Chatbot Software Solution with Core Banking Solution of any of the Scheduled Commercial Bank in India. <u>Documents to be submitted:</u> The Bidder has to provide order copy/reference letter in their name duly mentioning the turnkey project name and duration from their client.	Consider experince in Global Financial Industry and integrating with thier Core Systems	Bidder has to comply with GeM bid terms & conditions.

147	Annexure-4 Eligibility Criteria Declaration Criteria no.7	**Eligibility Criteria:** The Bidder/OEM should have implemented the proposed WhatsApp Solution in at least One Scheduled Commercial Bank in India during the last three years i.e. 01/01/2019 to 31/12/2021. **Documents to be submitted:** The Bidder has to provide order copy/reference letter in their name duly mentioning the turnkey project name and duration from their client.	Within the last 3 years, we have implemented WhattsApp solution for NPCI & RBI (DigiSaathi and Cyber Sena/UPI Safety Shield). NPCI is promoted by ten major promoter banks. We also have provided WhatsApp Bot to other non-banking companies across the globe (like IRCTC, Mahindra, MaxLife, Skill India, KSRTC, IGL, ITC and many more). We will provide the relevant POs. and refernce letters. We are also empanned ChatBot vendor for Union Bank. Our PAi Chatbot (for Digital Payment Literacy) is live on NPCI, RuPay and 70+ banks. We are DIPP/DPIIT apprvoved Startup and our Chatbots are being used by 500 Million+ users. We also funded by CanBank VC (CVCFL). Winner of national award - Aatmanirbhar Innovation, and mentioned by Hon'ble Prime Minister of India. We are ISO 27001, 9001 & CMMI Level 5 Compliant. Can we please get passed in this clause?	Bidder has to comply with GeM bid terms & conditions.
148	Annexure-4 Eligibility Criteria Declaration Criteria no.7	**Eligibility Criteria:** The Bidder/OEM should have implemented the proposed WhatsApp Solution in at least One Scheduled Commercial Bank in India during the last three years i.e. 01/01/2019 to 31/12/2021. **Documents to be submitted:** The Bidder has to provide order copy/reference letter in their name duly mentioning the turnkey project name and duration from their client.	Bidder requests to consider experince in Global Financial Industry of on implementing Whatsapp solution	Bidder has to comply with GeM bid terms & conditions.
149	NA	Infra Sizing for cloud	On what basis the infra has to be sized and how do we project it for the entire contract duration?	The infra has to be sized to maintain concurrency of 1000 users with high availability.
150	Annexure-7 Bill of Material	Table A - Price details for Providing WhatsApp Solution in Canara Bank	It is recommended that the bank applies for the the whatsapp business account directly to have full control over the price and approval of the templates. Hence we request to amend the section and the bidder can provide full support in technology integration and set up of the account.	Bidder has to comply with GeM bid terms & conditions.

151	Annexure-7 Bill of Material	Table C - One time Implementation & Training Charges	The Bidder would like to understand the scope of work / features to be included in the initial deployment, as we do not have the information to estimate and provide pricing. Kindly provide.	Bidder has to comply with GeM bid terms & conditions.
152	Annexure-2	Technical Evaluation Parameters	As MSME exemption will the marks for relevant experiences section under (Annexure-2 for Technical Evaluation Parameters) be allotted full or NIL? "	Bidder has to comply with GeM bid terms & conditions.
153	Payment Terms	Whole Clause	Is differential Payment Terms acceptable to the Bank - separate terms for Cloud PaaS Services, Implementation Services and Maintenance Services? Payment for Cloud PaaS Services starts immediately after Provisioning and not after go-live. Is this acceptable to Bank?	Bidder has to comply with GeM bid terms & conditions.
154	Annexure-4 Eligibility Criteria Declaration Criteria no.9	**Eligibility Criteria:** The Bidder/OEM should have experience in integrating the proposed WhatsApp & Chatbot Software Solution with Core Banking Solution of any of the Scheduled Commercial Bank in India. **Documents to be submitted:** The Bidder has to provide order copy/reference letter in their name duly mentioning the turnkey project name and duration from their client.	Within the last 3 years, we have implemented WhattsApp solution for NPCI & RBI (DigiSaathi and Cyber Sena/UPI Safety Shield). NPCI is promoted by ten major promoter banks. We also have provided WhatsApp Bot to other non-banking companies across the globe (like IRCTC, Mahindra, MaxLife, Skill India, KSRTC, IGL, ITC and many more). We will provide the relevant POs. and refernce letters. We are also empanned ChatBot vendor for Union Bank. Our PAi Chatbot (for Digital Payment Literacy) is live on NPCI, RuPay and 70+ banks. We have also integrated with Finastra Core Banking Solution. We are DIPP/DPIIT apprvoved Startup and our Chatbots are being used by 500 Million+ users. We also funded by CanBank VC (CVCFL). Winner of national award - Aatmanirbhar Innovation, and mentioned by Hon'ble Prime Minister of India. We are ISO 27001, 9001 & CMMI Level 5 Compliant. Can we please get passed in this clause?	Bidder has to comply with GeM bid terms & conditions.

Place: Bengaluru
Date: 24/03/2022

Deputy General Manager