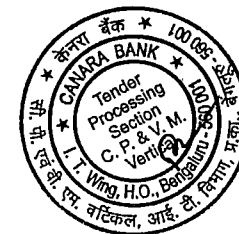
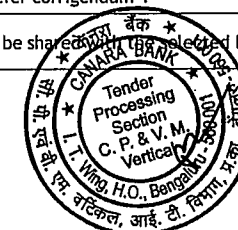


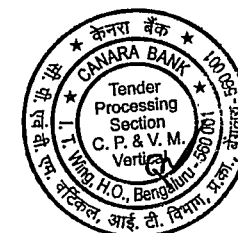
9	54	Section H / Annexure 2 / Pre-Qualification Criteria	Point 5 of Annexure 2 Pre-Qualification Criteria	Satisfactory performance certificate from clients along with purchase order/work order to this effect.	we request the Bank to also include "Bidder/OEM" with reference to the purchase/ work order and Certificate. This will ensure that Bidders or their partner OEMs who have successfully implemented the modules in any Services in at least one private/public sector Bank having more than 1000 Branches in India are eligible. This will ensure more participation from bidders and help the Bank better discovery.	Bidder has to comply with the RFP terms and conditions.
10	62	Clause 11, Scope of Work	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.	-	Dear Sir, please help in clarifying if individual WhatsApp inquiries landing within the specified period have to be sent on the E-Mail ID or a Summary file containing all such messages be shared on that mail as a one-time activity.	The summary shall be shared with the Bank over the email.
11	63	Clause 13, Scope of Work	The system should support for API integration over SMPP and XML/Query String/JSON/ISO etc.	-	Dear Sir, SMPP does not support for WhatsApp Push. Request you to kindly remove SMPP. BSPs are provided WhatsApp connecting APIs in JSON, however we can support both JSON and Query String	Bidder to comply with RFP terms and conditions.
12	63	Clause 24, Scope of Work	The selected bidder shall also ensure WhatsApp message template approval from Facebook business.	-	Dear Sir, template approval solely depends on Facebook/Meta's end. However, we can help your team in the template drafting process to avoid template rejections. Request you to amend/remove the clause.	Bidder to comply with RFP terms and conditions.
13	64	Clause 26, Scope of Work	The WhatsApp Conversation manager will automatically analyses the User Request, extract relevant activities and respond to the user. The response can be predefined text, a text retrieved from a knowledge base that contain different answers, a contextualized piece of information based on data the user has provided, data stored in enterprise systems, the result of an action that the chatbot performed by interacting with one or more backend applications, a disambiguating question that helps the WhatsApp Conversation manager to correctly understand the user's request.	26. WhatsApp Conversation Manager	Dear Sir, please help in clarifying if chatbot development is required as part of the Scope of Work. If development is required, please provide a line item in the Bill of Material to share cost of Bot Development and hosting.	Bidder to refer corrigendum-1
14	64	Clause 26, Scope of Work	Selected bidder shall develop/enhance WhatsApp chatbot campaigns for various projects, web portal, mobile app or other web applications of as and when directed to do so, without any additional cost to purchaser. Block/Unblock services Block/Unblock Debit card, credit card, Internet Banking, Mobile Banking	26. WhatsApp Conversation Manager	Dear Sir, we incur costs for bot development and enhancements. If development is required, please provide a line item in the Bill of Material to share cost of Bot Development and hosting	Bidder to refer corrigendum-1



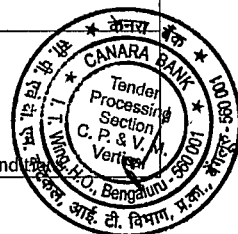
15	66	Clause 27, Scope of Work	Banking Use Cases Banking services: Platform must support to opt-in/opt-out for Banking services through whatsapp. Balance Enquiry: The platform must support balance enquiry by way of OTP authentication. API will be shared by Bank Mini Statement: The platform must support statement enquiry by way of OTP authentication. API will be shared by Bank Lead generation: Lead generation for Asset products of the Bank Cheque Book: request for cheque book Debit card: request for debit card Welcome Kit: Welcome Kit delivery for Accounts opened through Branch/Digital Channels	28. Banking Use Cases	Dear Sir, please help in clarifying if chatbot development is required as part of the Scope of Work or we are supposed to integrate with an existing chatbot system. If development is not required, request you to kindly remove the Use Case Functionality line items from the RFP as these use cases should not be part of Scope of work. If development is required, please provide a line item in the Bill of Material to share cost of Bot Development and Hosting.	Bidder to refer corrigendum-1
16	66	Clause 27, Scope of Work	Voice Capability: Implementation of voice capability in WhatsApp banking.	28. Banking Use Cases	Dear Sir, kindly explain what is meant by Voice Capability. Also, please help in clarifying if chatbot development is required as part of the Scope of Work or we are supposed to integrate with an existing chatbot system. If development is not required, request you to kindly remove the Use Case Functionality line items from the RFP as these use cases should not be part of Scope of work. If development is required, please provide a line item in the Bill of Material to share cost of Bot Development and hosting.	Bidder to refer corrigendum-1
17	68	Clause B, Scope of Work	Show system utilization in terms of CPU, RAM and network utilization.	1. Dashboard	Dear Sir, kindly provide a detailed explanation for the same. Please confirm if you are requesting for a chatbot hosted on Karix cloud and then require the requested utilization details in our dashboard or you want us to host the chatbot platform in your infrastructure and then want us to show you the requested utilization status.	Bidder to refer corrigendum-1
18	68	Clause B, Scope of Work	Dashboard should have responsive design and should be able to automatically resize, hide, shrink, or enlarge, a website, to make it look good on all devices (desktops, tablets, and phones)	1. Dashboard	Dear Sir, request you to kindly share the priority for this feature and also let us know if this would be required in the initial phase of implementation.	Bidder has to comply with the RFP terms and conditions.
19	69	Clause B, Scope of Work	All the reports related to SLA Monitoring should be available and can also be exported in .xls file	3. Reporting	Dear Sir, please explain what parameters are to be considered in terms of SLA Monitoring and share sample format.	Details will be shared with the selected Bidder
20	69	Clause B, Scope of Work	Ability to integrate and retrieve data from applications running in RISL.	5. Integration	Dear Sir, please explain what do you mean by RISL	Bidder to refer corrigendum-1
21	74	Clause 5, Technical Evaluation	Ethical Hacking	Security Measures	Dear Sir, please explain in detail what kind of security measures you are trying to assess in Ethical Hacking.	Details will be shared with the selected Bidder



22	36	Section F, Ownership & Awarding of Contract		13. Order Cancellation/Termination of Contract	Unilateral clause - Kindly please consider to provide 30 days curing period before termination. Also, kindly consider to include termination rights for the bidder in case of any contractual breach (content & payment obligations) by the Bank with a right to be paid for the services already rendered till the date of such termination.	Bidder has to comply with the RFP terms and conditions.
23	42	Section G, General Conditions		13. Confidentiality and Non-Disclosure	Unilateral clause- Kindly please make this mutual as we will also be sharing our-Confidential Information in the process.	Bidder has to comply with the RFP terms and conditions.
24	42	Section-G, General Conditions		14. Indemnity	Unilateral clause- Kindly please restrict the Indemnification liability for third party claims only, other breaches shall be covered under other liabilities under the contract. Also please consider to indemnify us in case of any content breach as per applicable laws.	Bidder has to comply with the RFP terms and conditions.
25	43	Section G, General Conditions		15. Force Majeure	Kindly please consider to include Epidemics under the definition of Force Majeure provision.	Bidder has to comply with the RFP terms and conditions.
26	72	Annexure 9, Technical Evaluation Criteria	following Whatsapp Banking services : Lead generation • Check Account balance • Generation of 15G/15H • Customer Survey • Tax Planning • EM/Eligibility Calculator • Hotlisting of Cards • Apply for Cheque book/debit card/credit card • New Bank Offers • Customer on-boarding (opening of account SB/CA/TD/FD) • Voice Capability on whatsapp platform • Apply for Loan (Two wheeler Loan/Business Loan/Home Loan). • Activate/Deactivate Cards • E-welcome Kit • Account Statement • Account Blocking (Debit Freeze)	2. Experience Implementation	Dear Sir, pertaining to this clause if Chatbot Development is not part of the Scope of work for this RFP, do you still wish us to submit the evidences for the implementations of these use cases.	Bidder to refer-corrigendum-1
27	54	Annexure -2	Clause-5	The Bidder should have successfully completed Implementation for WhatsApp Banking Solution/Services in at least one private/public sector Bank having more than 1000 Branches in India and having total business of more than Rs.1.00 Lakh Crores from indian operations.	In this clause, kindly remove the Keywords Private/public. Removal of these will let us submit our bid.	Bidder has to comply with the RFP terms and conditions.
28	54	Annexure -2	Clause-5	The Bidder should have successfully completed Implementation for WhatsApp Banking Solution/Services in at least one private/public sector Bank having more than 1000 Branches in India and having total business of more than Rs.1.00 Lakh Crores from Indian operations.	- Are you using any existing tools to use for Opt-in Campaigns? Please share their names. - Please share how are you planning to get the opt-in using email.	Bidder has to comply with the RFP terms and conditions.
29	62	Annexure-8 Scope of Work	A.Whatsapp Banking Functionalities	10.The system should support integration of ChatBot Solution with WhatsApp,	What is the use case/scenario for chatbot integration with whatsapp banking?	Bidder to refer RFP Scope, technical and other annexures of document




30	63	Annexure-8 Scope of Work	A. Whatsapp Banking Functionalities	19. Providing a console and APIs to send WhatsApp notification/ messages to registered/ non registered users of applications developed/maintained by GoR	What is the meaning of GoR?	Bidder to refer corrigendum-1
31	69	Annexure-8 Scope of Work	B. Whatsapp business API services and implementation of WhatsApp Communication Management solution :	5. Integration: • Provide API for sending WhatsApp messages using standard communication protocols • Ability to integrate and retrieve data from applications running in RISL. • 24x7 Listening to log and capture customer conversation data	What is the meaning of RISL?	Bidder to refer corrigendum-1
32	72	Annexure-09		General query	Since the tender is of WhatsApp API service but as per annexure-9 you have asked SMS services as evaluation criteria.	Bidder to comply with RFP terms and conditions.
33	71	Annexure-08	Data Integrity Management	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.	Request you to kindly clear the solution deployment criteria because costing will be aligned as per the deployment whether it would be on premise or on cloud. Here we request you to kindly ask to deployment of solution on cloud.	The proposed solution can be hosted in any cloud. The capability is expected to bring on-premises as an when required by the Bank.
34	62	Annexure-08	WhatsApp Banking Functionalities	The system should be capable of verified WhatsApp Business account of Canara Bank. The setup is to be done on Indian phone number	Verification is subject to approval from Meta	Bidder to comply with RFP terms and conditions.
35	62	Annexure-08	WhatsApp Banking Functionalities	The system should support integration of ChatBot Solution with WhatsApp.	Do Bank already have a chatbot?	Bidder to refer corrigendum-1
36	62	Annexure-08	WhatsApp Banking Functionalities	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.	Can you please elaborate this ?	The summary shall be shared with the Bank over the email.
37	63	Annexure-08	WhatsApp Banking Functionalities	Provision for Audit Log to track activities done on applications	What kind of logs are required?	Details will be shared with the selected Bidder
38	64	Annexure-08	WhatsApp Banking Functionalities	WhatsApp Conversation manager shall be capable of auto answering customer/ user queries related to General Information, Tracking Status of an Application, Receipts, Bill, Payments, Registration, and Complaints etc.	Do bank need a chatbot for this?	Bidder to refer corrigendum-1
39	71	Annexure-08	Data Integrity Management	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.	Is bank is open for on cloud services?	Yes. Through Meity impanelled cloud service provider.
40			General Query	Solution handover	Does handover of source code/ solution license is required?	Refer RFP document for Escrow .
41	11	Section-5	Clause 3 - The bidder (Lead member) must be a Business Service Provider (BSP) to meta	Kindly either remove the BSP Clause or add BSP/ISV.		Bidder to comply with RFP terms and conditions.
42	54	Annexure-2	Pre-Qualification Criteria	The Bidder should have successfully completed Implementation for WhatsApp Banking Solution/Services in at least one private/public sector Bank having more than 1000 Branches in India and having total business of more than Rs.1.00 Lakh Crores from Indian operations.	The Bidder should have successfully completed Implementation for WhatsApp Banking Solution/Services in at least one private/public sector Company	Bidder to comply with RFP terms and conditions.



43	54	Annexure-2	Pre-Qualification Criteria	The Bidder should have average annual turnover of Rs.200.00 Crores in the last three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.	The Bidder should have average annual turnover of Rs.30.00 Crores in the last three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies. For MSME Vendors	Bidder to comply with RFP terms and conditions.
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Date : 13/06/2023
Place: Bengaluru


Deputy General Manager

