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l. lo.	Page No.	Section / Annexure /	RFP Clause	Sub-Clause/ Technical Specification	Bidder 's Query	Bank's Reply
	48	Appendix 2.2	Startup	As mentioned in Section-II of O.M. No.F.20/2/2014-	Charle and MCC and completed from the Assessment	
		2.12		PPD(Pt.) dated 20.09.2016 of Procurement Policy	Startups and MSEs are exmpted from the turnover criteria as per the prevalent rules/plicy of Dept of Expenditure, MoF, GOI. Buyer may please confirm whether relevant Startups are exempeted from the turnover criteria mentioned in the eligibility criteria of the RFP on submission of a valid startup certificate issued by DIPP, GOI.	If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
	48	2.4	Startup	requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the Bidder's company/firm) and notary	Statup status can be cerified by Canara Bank from startup India website https://www.startupindia.gov.in/content/sih/en/startupgov/validate-startup-recognition.html based on the statup certificate submitted by the bidder. We therefore request the Bank to remove the condition of validation of startup certificate by a CA followed by notary, and save the unnecessary	Bidder has to comply with the RFP terms and conditions.
	62	Annexure -8 Scope of Work	Whatsapp Banking Functionalities (5)	The system should implement opt-in campaign for taking consumers consent for sending messages to their WhatsApp accounts. Bidder must implement opt-in campaign through various communication mechanisms like missed calls, SMS, email, QR code etc. Similarly, Opt out support for the users should be available.	email.	Bank is not using any tool for opt-in campaigns.selected bidder should be capable to take whatsapp opt-in through various channels like website, sms, missed call, email and other existing channels. Email concent can be taken by embeded form, keyword etc.
	62	Annexure -8 Scope of Work	Whatsapp Banking Functionalities (6)	The system should provide a console to send and receive WhatsApp notification / messages to registered/nonregistered customers of Canara Bank. It should also provide console to respond to messages received over WhatsApp. Multi-user console access should be supported.	Please share the number of users who will be using the interface to send WhatsApp Notifications/Messages to customers.	Details will be shared with the selected Bidder
	63	Annexure -8 Scope of Work	Whatsapp Banking Functionalities (23)	The selected bidder shall ensure WhatsApp Number(s)/ WhatsApp sender IDs Configuration with the mapped Business account	How many phone numbers do you plan to host for Whatsapp? One or more?	Details will be shared with the selected Bidder
	65	Annexure -8 Scope of Work	General features(Integration with (Chatbot)	The platform must be integrated to Bank's chatbot. All the related queries will be answered through chatbot	- What is the version of chatbot?	Bank is having third party chatbot. Which is under implementation. Subsequent details shall be shared with selected bidder
	65	Annexure -8 Scope of Work	General features	The system should support integration of ChatBot Solution with WhatsApp,	Plese advise if the Chatbot is already live on other channels and we only need to integrate the same on WhatsApp or a new	Bank is having third party chatbot. Which is under implementation. Subsequent details shall be shared with selected hidder
	71	Annexure -8 Scope of Work	General features	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 advise if the Solution can be hosted on our Cloud and we should have a capability to host the same on Premises as well.	The proposed solution can be hosted in any cloud. The capability is expected to bring on-premises as an when required by the Bank.

9	54	Section H / Annexure 2 / Pre- Qualification Criteria	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 SIF, 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 Ouen 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		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		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, linternet 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

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15	66	Clause 27, Scope of Work	Banking ose 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 utlization 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 intital 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 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 asses in Ethical Hacking.	Details will be share could the share could be share could be share could be shared by the share could be shared by the shared
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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	Unitateral 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		Annexure 9, Technicat Evaluation Criteria	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
	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.
	54	Annexure -2		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		10.The system should support integration of ChatBot Solution with WhatsApp,		Bidder to refer RFP Scope, technical and other annexures of document



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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.	What is the meaning of RISL?	Bidder to refer corrigendum-1
				24x7 Listening to log and capture customer conversation data		
32	72	Annexure-09			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	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.	The proposed solution can be hosted in any cloud. The capability is expected to bring on-premises as an when
				services on-premises for Business continuity or security purposes.	Here we request you to kindly ask to deployment of solution on cloud.	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	What kind of logs are required?	Details will be shared with the selected Bidder
38	64	Annexure-08	WhatsApp Banking Functionalities	applications 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	i f 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	Tender Processing Section C. P. & V. Vertical Bidder to comply with RFP terms and conditions.

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				Rs.200.00 Crores in the last three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the	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.	
43	54	Annexure-2	Pre-Qualification Criteria	companies.	For MSME Vendors	Bidder to comply with RFP terms and conditions.

Date: 13/06/2023 Place: Bengaluru

