Replies to Prebid Queries for GeM Bid ref: GEM/2022/B/2890067 dated 22/12/2022 for Selection of Consultancy Services in the process of On Boarding of Vendor for Implementation of End to End Digital Lending Solution in Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	1	GeM Bid Document	Sl. No.a Bid Submission Timeline: 20th January, 15:30	Request the Bank to extend the Bid submission timeline by 10 days to 31st January since we need time to arrange for EMD and other internal approvals processes	Bidder to refer Corrigendum-2 for extended timelines.
2	1	GeM Bid Document	Sl. No.8 **Description:** Last Date, Time and Venue for Submission of Bids **Details:** Bid End Date/Time as per GeM Bid Document Venue: Canara Bank, First Floor, DIT Wing-HO (Annexe), Naveen Complex, 14 M G Road, Bengaluru 560001.	We Request the bank to extend the deadline for technical bid submission to January 20th 2023, considering the last week of December as year end holidays and lean working period.	Bidder to refer Corrigendum-2 for extended timelines.
3	1	STC A. BID SCHEDULE & ABBREVIATIONS	Sl. No.8 **Description:** Last Date, Time and Venue for Submission of Bids **Details:** Bid End Date/Time as per GeM Bid Document Venue: Canara Bank, First Floor, DIT Wing-HO (Annexe), Naveen Complex, 14 M G Road, Bengaluru 560001.	Please confirm the mode of submission of technical Bid,it will be either through physical mode at the venue mentioned in this RFP or GeM Portal or both	Bidder has to submit their bid in GeM portal only. Hardcopy of Pre Contract Integrity Pact should be submitted at the venue mentioned in the RFP document before due time.
4	11	STC SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines:	Request the Bank to confirm whether the contract period is for 6 months or 12 months .	Bidder to refer Corrigendum-2 for amended project timelines.
5	11	STC SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines:	Timelines are contradicting , In the GeM Portal it shows 1 years however in RFP its mentioned 8 months. Please confirm the Timelines	Bidder to refer Corrigendum-2 for amended project timelines.
6	11	STC SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines: Sl. No.2 **Scope of Work:** Selection of the vendor for Implementation for End to End Digital Lending Solution by RFP **Timelines from the date of acceptance of Purchase Order:** within 6 months	We assume project management for vendor selection is out of the scope.Please confirm	Bidder has to go through the Scope of Work, Annexure-9 of the RFP.

D.I.T. Wing, Procurement Group, CANARA BANK, H.O., Bengaluru-560001

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Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
7	11	STC SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines:	Project Timelines for the deliverables are very aggressive. We Request bank to increase the timelines as Mentioned Below- Sr No | Scope of Work | Timelines from the date of acceptance of Purchase Order 1 | Study, analysis & documentation of the present scenario & finalizing the Plan of Action | Within 60 Days 2 | Redefine all process for all products and services across retail, MSME and agriculture thereby making existing complex processes simple and more efficient to achieve productivity and Corporate Business goals and calls. | Within 90 Days 3 | Selection of the vendor for Implementation for End to End Digital Lending Solution by RFP | Within 6 Months Total Duration | 11 Months	Bidder to refer Corrigendum-2 for amended project timelines.
8	11	STC Annexure-2 Pre-Qualification Criteria	Sl. No. 3 **Pre-Qualification Criteria:** The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.50 Crores in BFSI having more than 1500 Branches in India during the last 3 years from the date of RFP. **Documents to be submitted In compliance with Pre-Qualification Criteria:** Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.	Request the bank to specify that whether the bidder needs to have each credential with contract value of minimum value of Rs.50 Crores	The RFP clause is modified as under: "**3. Pre-Qualification Criteria:** The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.10 Crores in BFSI sector in India during the last 3 years from the date of RFP. **Documents to be submitted In compliance with Pre-Qualification Criteria:** Satisfactory performance certificate from clients in BFSI along with purchase order/work order to.this effect."

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
9	46	STC Annexure-2 Pre-Qualification Criteria	Sl. No. 3 **Pre-Qualification Criteria:** The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.50 Crores in BFSI having more than 1500 Branches in India during the last 3 years from the date of RFP. **Documents to be submitted In compliance with Pre-Qualification Criteria:** Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.	Request the bank to relax this contract value clause to INR 10 crores as consulting projects in Digital Transformation doesn't tend to be this large in value. Such large contract values are only applicable for System integrators and not consulting firms. Hence this clause is restrictive in nature for bidder's to bid for this opportunity	The RFP clause is modified as under: "3. **Pre-Qualification Criteria:** The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.10 Crores in BFSI sector in India during the last 3 years from the date of RFP. **Documents to be submitted In compliance with Pre-Qualification Criteria:** Satisfactory performance certificate from clients in BFSI along with purchase order/work order to this effect."
10	46	STC Annexure-2 Pre-Qualification Criteria	Sl. No. 3 **Pre-Qualification Criteria:** The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.50 Crores in BFSI having more than 1500 Branches in India during the last 3 years from the date of RFP. **Documents to be submitted In compliance with Pre-Qualification Criteria:** Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.	We Assume that the Worth/Budget of transformation project should of Min 50crs not the PO value or Consultancy fees. Please Confirm.	The RFP clause is modified as under: "3. **Pre-Qualification Criteria:** The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.10 Crores in BFSI sector in India during the last 3 years from the date of RFP. **Documents to be submitted In compliance with Pre-Qualification Criteria:** Satisfactory performance certificate from clients in BFSI along with purchase order/work order to this effect."

Replies to Prebid Queries for GeM Bid ref: GEM/2022/B/2890067 dated 22/12/2022 for Selection of Consultancy Services in the process of On Boarding of Vendor for Implementation of End to End Digital Lending Solution in Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
11	46	STC Annexure-2 Pre-Qualification Criteria	Sl. No. 3 **Pre-Qualification Criteria:** The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.50 Crores in BFSI having more than 1500 Branches in India during the last 3 years from the date of RFP. **Documents to be submitted In compliance with Pre-Qualification Criteria:** Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.	According to our understanding, Digital Transformation projects also consist of IT Transformation Project. Please Clarify. Also, We request the bank to relax the number of branches to Min 200 branches	The RFP clause is modified as under: "**3. Pre-Qualification Criteria:** The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.10 Crores in BFSI sector in India during the last 3 years from the date of RFP. **Documents to be submitted In compliance with Pre-Qualification Criteria:** Satisfactory performance certificate from clients in BFSI along with purchase order/work order to this effect."
12	46	STC Annexure-2 Pre-Qualification Criteria	Sl. No. 3 **Pre-Qualification Criteria:** The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.50 Crores in BFSI having more than 1500 Branches in India during the last 3 years from the date of RFP. **Documents to be submitted In compliance with Pre-Qualification Criteria:** Satisfactory performance certificate from client in BFSI along with purchase order/work order to this effect.	We Assume Satisfactory performance certificate of on-going projects will also comply.Please confirm	The RFP clause is modified as under: "**3. Pre-Qualification Criteria:** The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.10 Crores in BFSI sector in India during the last 3 years from the date of RFP. **Documents to be submitted In compliance with Pre-Qualification Criteria:** Satisfactory performance certificate from clients in BFSI along with purchase order/work order to this effect."

Replies to Prebid Queries for GeM Bid ref: GEM/2022/B/2890067 dated 22/12/2022 for Selection of Consultancy Services in the process of On Boarding of Vendor for Implementation of End to End Digital Lending Solution in Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
13	57	STC Annexure-9 Scope of Work	8. The Bank envisages the selected bidder to redefine all process for all products and services across retail, MSME and agriculture thereby making existing complex processes simple and more efficient to achieve productivity and Corporate Business goals and calls. This is an independent process and pre requisite for floating RFP. The selected bidder is expected to: ▫ Understand the current product, processes, delivery mechanisms, policies etc. ▫ Process remodeling, redesigning, redefining of Policies etc., by coordinating various stakeholders for seamless end to end product delivery and enhanced customer experience. ▫ Preparing Standard Operating Procedures (SOPs) and Service Levels. ▫ Rules and workflow management thereby doing a sequential representation of operations, processes, prioritization and efficiency.	What are the indicative numbers of processess that are planned for Re-defining?Please specific the total number of products for process re-engineering.	Bidder to comply with RFP terms.
14	60	STC Annexure-10 Technical Evaluation Criteria	Annexure-10 (B) Functional and Technical Aspects **Sl. No. 1** **Evaluation Parameters:** Bidder should have provided consultancy services for below Projects: • Digital Lending • Digital Transformation of Bank • Digital Banking Product **Criteria:** • Digital Lending 10 Marks • Digital Transformation of Bank-10 Marks • Digital Banking Product-5	Request the Bank to clarify whether same credential can be provided for both Digital Lending and Digital Transformation as Digital Lending encompasses Digital Transformation of the Bank	Bidder to refer Corrigendum-2 for amended Annexure-10(B)

D.I.T. Wing, Procurement Group * CANARA BANK * H.O. Bengaluru-560001

Replies to Prebid Queries for GeM Bid ref: GEM/2022/B/2890067 dated 22/12/2022 for Selection of Consultancy Services in the process of On Boarding of Vendor for Implementation of End to End Digital Lending Solution in Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
15	60	STC Annexure-10 Technical Evaluation Criteria	Annexure-10 (B) Functional and Technical Aspects **Sl. No. 1** **Evaluation Parameters:** Bidder should have provided consultancy services for below Projects: • Digital Lending • Digital Transformation of Bank • Digital Banking Product **Criteria:** • Digital Lending - 10 Marks • Digital Transformation of Bank-10 Marks • Digital Banking Product-5	Request the Bank to clarify whether Digital Banking product covers digitizing retail, MSME and Agri asset products etc also	Bidder to refer Corrigendum-2 for amended Annexure-10(B)
16	60	STC Annexure-10 Technical Evaluation Criteria	Annexure-10 (B) Functional and Technical Aspects Sl. No. 1 Evaluation Parameters: Bidder should have provided consultancy services for below Projects: • Digital Lending • Digital Transformation of Bank • Digital Banking Product Criteria: • Digital Lending - 10 Marks • Digital Transformation of Bank-10 Marks • Digital Banking Product-5	Request the Bank to clarify the number of credentials to be submitted for this criteria	Bidder has to submit one credential which is acceptable to Bank for each criteria as documentary evidence to substantiate the claims made.

Replies to Prebid Queries for GeM Bid ref: GEM/2022/B/2890067 dated 22/12/2022 for Selection of Consultancy Services in the process of On Boarding of Vendor for Implementation of End to End Digital Lending Solution in Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
17	60	STC Annexure-10 Technical Evaluation Criteria	Annexure-10 (B) Functional and Technical Aspects **Sl. No. 1** **Evaluation Parameters:** Bidder should have provided consultancy services for below Projects: • Digital Lending • Digital Transformation of Bank • Digital Banking Product **Criteria:** • Digital Lending - 10 Marks • Digital Transformation of Bank-10 Marks • Digital Banking Product-5	Request the Bank to clarify whether NBFC Credentials can be provided for this criteria	Bidder to refer Corrigendum-2 for amended Annexure-10(B)
18	60	STC Annexure-10 Technical Evaluation Criteria	Annexure-10 (B) Functional and Technical Aspects **Sl. No. 2** **Evaluation Parameters:** Bidder should have provided consultancy services for above Projects in last three years: • Public Sector Banks • Private Sector Banks • Foreign Banks • NBFC • Payment Banks **Criteria:** • Public Sector Banks - 4 Marks • Private Sector Banks - 3 Marks • Foreign Banks - 2 Marks • NBFC / Payment Banks - 1 Marks	NBFCs are not relevant for the Bank than foreign banks. Hence request the Bank to give more weightage to NBFCs than foreign banks Suggested marking ▫ Public Sector Banks - 4 Marks ▫ Private Sector Banks - 3 Marks ▫ NBFC - 3 Marks ▫ Foreign Banks / Payment Banks 1 Marks	No change. Bidder to comply with RFP terms.

D.I.T. Wing, Procurement Group CANARA BANK H.O. Bengaluru-560001

Replies to Prebid Queries for GeM Bid ref: GEM/2022/B/2890067 dated 22/12/2022 for Selection of Consultancy Services in the process of On Boarding of Vendor for Implementation of End to End Digital Lending Solution in Bank

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
19		STC Annexure-10 Technical Evaluation Criteria	Annexure-10 (B) Functional and Technical Aspects **Sl. No. 2** **Evaluation Parameters:** Bidder should have provided consultancy services for above Projects in last three years: • Public Sector Banks • Private Sector Banks • Foreign Banks • NBFC • Payment Banks Criteria: • Public Sector Banks - 4 Marks • Private Sector Banks - 3 Marks • Foreign Banks - 2 Marks • NBFC / Payment Banks - 1 Marks	Request the Bank to clarify the number of credentials to be submitted for this criteria	Bidder has to submit one credential which is acceptable to Bank for each criteria as documentary evidence to substantiate the claims made.
20	72	STC Appendix-F Proforma of Bank Guarantee for Contract Performance	Period of Performance Guarantee (as per GeM Portal 14 months)	We request the bank to extend e-PBG duration to 1 month post the contract period.	No change. Bidder to comply with RFP terms.
21	75	STC Pre Contract Integrity Pact	Consultant is liable to refund the fee received till date in case of termination/cancellation of contract	We request the client to consider that the consultant is entitled to fees for the services performed till date. Further, the client has the right to claim damages for breach under the applicable laws. In view of the same, we request the client to omit this excessive remedy.	No change. Bidder to comply with RFP terms.

Date: 11/01/2023
Place: Bengaluru

Deputy General Manager

D.I.T. Wing, Procurement Group
CANARA BANK
H.O., Bengaluru

केनरा बैंक Canara Bank

Corrigendum-2 to GeM Bid ref: GEM/2022/B/2890067 dated 22/12/2022 for Selection of Consultancy Services in the process of On Boarding of Vendor for Implementation of End to End Digital Lending Solution in Bank

It is decided to amend the following in respect of the above GeM bid:

a. **GeM Bid Document, Bid Details (Bid End Date/Time, Bid Opening Date/Time, Page no. 1 of 5):**

Description	Existing details	Amended details
Bid End Date/Time	20-01-2023, 15:00:00	31-01-2023, 15:00:00
Bid opening Date/Time	20-01-2023, 15:30:00	31-01-2023, 15:30:00

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
b.	11	Section C - Deliverables and Service Level Agreements	1. Project Timelines	Existing Project Timelines	Amended Project Timelines are attached to this Corrigendum.
c.	46	Annexure-2	Pre-Qualification Criteria	3. Pre-Qualification Criteria: The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.50 Crores in BFSI having more than 1500 Branches in India during the last 3 years from the date of RFP. Documents to be submitted in compliance with Pre-Qualification Criteria: Satisfactory performance certificate from clients in BFSI along with purchase order/work order to this effect.	3. Pre-Qualification Criteria: The Bidder should have experience in providing IT Consultancy services for Digital Transformation projects with minimum value of Rs.10 Crores in BFSI sector in India during the last 3 years from the date of RFP. Documents to be submitted in compliance with Pre-Qualification Criteria: Satisfactory performance certificate from clients in BFSI along with purchase order/work order to this effect.

d.	60	Annexure-10 Technical Evaluation Criteria	Annexure-10(B) Functional and Technical Aspects	Existing Functional and Technical Aspects	Amended Functional and Technical Aspects are attached to this Corrigendum.

All the other Instructions and Terms & Conditions of the above GeM bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 11/01/2023
Place: Bengaluru

Deputy General Manager

केनरा बैंक Canara Bank

Amended Clauses

1. Project Timelines

1.1. The Bidder should accept the Purchase Order within seven (7) days from the date of issuance of Purchase Order.

1.2. Bidder should meet the deadlines as mentioned below for the completion of the Scope of Work of the RFP:

Sl. No.	Scope of Work	Timelines from the date of acceptance of Purchase Order
1.	Study, analysis & documentation of the present scenario & finalizing the Plan of Action and floating of RFP	within 45 days
2.	Redefine all process for all products and services across retail, MSME and agriculture thereby making existing complex processes simple and more efficient to achieve productivity and Corporate Business goals and calls.	within 6 months
3.	Selection of the vendor for Implementation for End to End Digital Lending Solution by RFP	within 6 months

2. Annexure-10 (B)

Functional and Technical Aspects

Sl. No.	Evaluation Parameters	Criteria	Max Scores	Bidder's Response
1.	Bidder should have provided consultancy services for below Projects in Public Sector / Private Sector Banks in India: • Digital Lending • Fin-Tech Onboarding • Digital Channels	• Digital Lending - 10 Marks • Fin-Tech Onboarding - 10 Marks • Digital Channels - 5 Marks	25	
2.	Bidder should have provided consultancy services for above Projects in last three years: • Public Sector Banks • Private Sector Banks • Foreign Banks • NBFC / Payment Banks	• Public Sector Banks - 4 Marks • Private Sector Banks - 3 Marks • Foreign Banks - 2 Marks • NBFC / Payment Banks - 1 Marks	10	
	Max - Relative Technical Evaluation Marks		35	

Note: Documentary/Certification proofs are to be enclosed to substantiate the claims made.

D.I.T. Wing, Procurement Group, CANARA BANK, H.O. Bengaluru-560 001