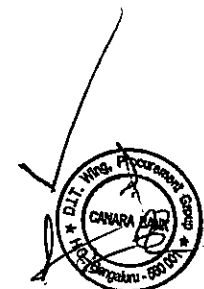


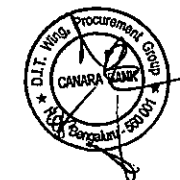
**Replies to Prebid Queries for GeM bid ref no. GEM/2021/B/1678188 dated 23/11/2021 for Selection of System Integrator for
Canara HRMS Solution in Canara Bank**

Sl. No.	GeM bid clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Bid Document	EMD Detail EMD Amount - 2600000	1% of yearly proposed cost? When is it expected to be submitted?	All bidders are exempted from submission of EMD by submitting Annexure-7 (Bid Security Declaration) till 31/12/2021 irrespective of MSE/Startup category.
2	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.	Will Kovaion be eligible for EMD Exemption? If EMD is not exempted, can it be an FD in favor of Canara Bank?	All bidders are exempted from submission of EMD by submitting Annexure-7 (Bid Security Declaration) till 31/12/2021 irrespective of MSE/Startup category.
3	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.2. The bidder shall act as a System Integrator for implementation of the said solution including but not limited to design, installation, integration and customization with other solutions as per bank's network architecture and based on requirements received from its Head Office.	Kovaion team will be deploying PeopleSoft resources for the current bid. Need clarification on this statement	As part of integration, Development has to be done in Peoplesoft HRMS and application to be integrated with other solutions of the Bank as and when required.
4	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.2. The bidder shall provide services for below activities (not limited to). 2.3.4. License and Software Management	Since Canara Bank has procured Licenses, what is the expectations on License and Software Management?	Bidder can suggest/ recommend for any other licenses that are required for smooth functioning of HRMS Application. Peoplesoft software is to be managed as per scope of the Gem Bid document.
5	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.31. The bidder shall be fully responsible and accountable for extracting deliverables from OEMs like Oracle etc.	Kovaion shall be responsible for PeopleSoft related software download released by Oracle via General availability.	As SI, the selected bidder is responsible and accountable for resolving any issues as per scope. If the selected bidder is not able to resolve the issues, the same should be resolved in co-ordination with OEMs within the timelines .
6	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.35. Integration with Active Directory: The bidder shall integrate bank's Active Directory with HRMS for ensuring access to HRMS Solutions through Active Directory.	Is it already in place or is it a fresh integration to be planned?	Not in place. Bidder to comply with GeM bid terms.



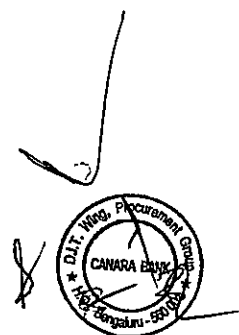
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Sl. No.	GeM bid clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
7	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.39. Archival Solution & Purging of Data	PeopleSoft delivered Data Archival shall be a logical separation of data. In case Physical separation? Back up to a Tape?	Not in place. Bidder to comply with GeM bid terms.
8	General	ELM is not mentioned in this document.	Is that within scope of maintenance, upgrade and enhancements?	No. Bidder to comply with GeM bid terms.
9	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.58. Onsite-Resources and their Scope 2.58.8. On-site Change Request, Customization and Development Team Scope 2.58.8.1. The bidder must arrange for necessary onsite resources wherever required during the contract period for customizations / developments /enhancements having development efforts more than 20 Man-days. The Bidder will estimate and inform the required Man-days for development to the Bank with justification.	Can it be executed from Offshore?	Resources are to be onsite. Bidder to comply with GeM bid terms.
10	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.60. Role of Project Manager 2.60.2. In the absence of the Project Manager, the bidder has to arrange alternate Project Manager.	Offshore PM in the absence of Onsite PM	PM has to be onsite. Bidder to comply with GeM bid terms.
11	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.63. Educational Qualifications, Criteria and Experience of all the resources 2.63.1. PeopleSoft Certification preferred for all the resources. However, the People Soft certification is mandatory for People Soft Admin.	Can this be considered? There are some very senior resources who may not be Engineers or would have graduated/post-graduated from different disciplines. But will have a good experience on PeopleSoft.	Bidder to refer point 2.63.7 of Scope of Work of GeM bid document.
12	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.63. Educational Qualifications, Criteria and Experience of all the resources 2.63.2. Database Administrator. 2.63.2.1. Should be BE/B.Tech in Computer Science & Engineering/ Information Technology/ MCA		



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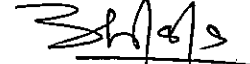
Sl. No.	GeM bid clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
14	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.64. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged or in-experienced resources are deployed, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank will additionally impose a penalty of 2% (Plus GST) for each day on the per resource per month cost of resource charges (Excl. of GST) payable to the Bidder for that month.	Can the replacements be Offshore replacements in the absence of Onsite resources (short/emergency leaves)?	Replacement resources should be onsite. Bidder to comply with GeM bid terms.
15	General	Holiday for the onsite team?	When the onsite team has to take an emergency leave or a holiday, can the replacement be from offshore?	Replacement resources should be onsite. Bidder to comply with GeM bid terms.
16	General	BGV and Police Verification	Can this BGV be done by Kovaion's BGV vendor?	Yes. Bidder to comply with GeM bid terms.
17	Annexure-1 Scope of Work	2. Scope of work for System Integrator 2.67. Transition	Expected start of project : 01-Feb-2022 considering the PO is received by end of December. There will be an overlap of one month between the released vendor and Kovaion (Feb) and Kovaion shall start supporting from 01-Mar-2022	Yes. Bidder to comply with GeM bid terms.
18	Annexure-1 Scope of Work	3. Escrow Arrangement during Contract period	Wanted more clarity here on Escrow for PeopleSoft Code	Bidder to comply with GeM bid terms.
19	Annexure-1 Scope of Work	4. General Instructions 4.4. The Bidder shall submit following KYC documents for onsite resources: 4.4.4. Relieving Certificate of Previous employer - Duly attested photocopy by candidate and Bidder HR	Kovaion HR shall take care of the BGV and relieving details of the last organization of the resources. Kovaion can share the BGV and attested experience certificate to Canara Bank stakeholders.	Bidder to comply with GeM bid terms.



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Sl. No.	GeM bid clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
20	Annexure-1 Scope of Work	4. General Instructions 4.16. The Bidder shall ensure to meet RPO and RTO as per bank policy. The details will be provided to selected bidder.	Wanted more clarity here on RTO and RPO	RTO - Recovery Time Objective (2 hours), RPO - Recovery Point Objective (15 minutes). Bidder to comply with GeM bid terms.
21	Special Terms and Conditions (STC) of the Contract	Annexure-6 Bill of Material	When should the undertaking be signed? Along with the proposal submission?	Bidder should submit masked Bill of Material (Annexure-6) with the bid and Annexure-6 with price breakup after commercial opening.
22	Special Terms and Conditions (STC) of the Contract	Annexure-7 Bid Security Declaration	Is this the EMD Amount? Bid Security Declaration	Yes. Bidder to comply with GeM bid terms.
23	Special Terms and Conditions (STC) of the Contract	Annexure-7 Bid Security Declaration	Need clarity on this statement	All bidders are exempted from submission of EMD by submitting Annexure-7 (Bid Security Declaration) till 31/12/2021 irrespective of MSE/Startup category.
24	Special Terms and Conditions (STC) of the Contract	Annexure-8 UNDERTAKING BY BIDDER TOWARDS MANDATORY MINIMUM LC		Bider to refer https://dpiit.gov.in/public-procurements for complete details.
25	Special Terms and Conditions (STC) of the Contract	Annexure-9 CERTIFICATE BY STATUTORY AUDITOR OF BIDDER TOWARDS MANDATORY MINIMUM LC		Bider to refer https://dpiit.gov.in/public-procurements for complete details.

Date: 10/12/2021
Place: Bengaluru


Deputy General Manager
