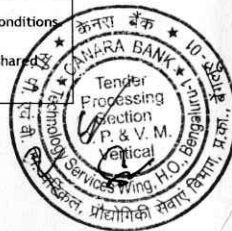


Replies to Preb Queries for GEM/2025/B/6253494 dated 20/05/2025-Selection of Service Provider for Enhancements / Redesigning, Hosting & Maintenance of Canara Bank Websites & Intranet and Domain / DNS Management for a period of 5 Years

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
1	74	Annexure-8, Scope of Work	5.1.Purpose/Objectives	(iv) End to end Domain & DNS Management of all the Bank's public Domains and Sub-Domains.	Kindly State number of Domain & Subdomains.	Bank is presently having 45 Domains & 250 sub domains (approximately).
2	78	Annexure-8,5.2 Scope of Work	Content Management System (CMS)	CMS should be licensed and accessible by all types of users without requiring coding or technical knowledge and should have a point and click interface.Website should support RAG (Retrieval-Augmented Generation) feature to ensure up-to-date content in the website for key parameters defined by the Bank	For implementing the RAG & AI features in the CMS , the customization needed to be done and enterprise CMS dont allow customization in there product. Does the department is open for Open Source/ Custom Made CMS which will have all the feature as required?	Bidder has to comply to the following RFP terms.  iv.All components used for Hosting, managing, securing, monitoring, updating content etc., of the websites should be supported by the respective OEMs and the Bidder should ensure that no end of support / end of life products / components are used. v.The Bidder should ensure back-to-back support for all the components used and there should not be any limit to the number of tickets raised for troubleshooting etc., during the entire contract period.
3	87	Annexure-8,5.2 Scope of Work	Onsite Support	Support personnel (One junior Content Designer and Website Developer from 8 am to 8 pm on all Bank working days and One Senior Content Designer and Website Developer on 24*7*365) should be placed at Canara Bank's Information Technology Wing, Head Office premises located at Bengaluru, Karnataka for the entire duration of 5 years of contract	As per the clause, I understand 2 resources need to be deployed on bank premise on all working days. After bank working hours the offline support should be provided by the bidder for 24*7*365 Support. Kindly Confirm if my understanding is correct.	Bidder to comply with RFP terms and Conditions.
4	80	Annexure-8,5.2 Scope of Work	Security and Compliance	The Bidder will also be required to obtain STQC certification for the websites during the contract period as informed by the Bank.	Kindly clarify No. of STQC Certification required	Bidder to comply with RFP terms and Conditions.
5	75	Annexure-8,5.2 Scope of Work	Website Design / Enhancements for www.canarabank.com website:	vii. The website design and structure should be SEO friendly and optimizable to increase SEO ranking. The vendor should maintain SEO and accessibility scores of the website at 80 - 100 throughout the contract period.	Are there any specific website ranking targets have been defined?	RFP Clause is self explanatory,bidder to comply with RFP terms and Conditions.
6	17	Payment Terms	5.1.Payment Terms Onsite Resources	6.Payment will be Quarterly in arrears as per Table-D of Annexure-16 after deducting applicable penalties and Liquidated damages (if Any).	Please consider the interval of payment for onsite resources in monthly timeline.	Bidder to comply with RFP terms and Conditions.
7	64	Annexure-2	Pre-Qualification Criteria	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Please consider State Government Departments and consider the time line during last 5 Years.	Bidder to refer Corrigendum-2
8	89	Annexure-9	Technical Evaluation Criteria	4.The Bidder/OEM should have hosted the websites in MeITy approved public Cloud for Scheduled Public or Private Sector Bank / Financial Institutions / PSU/ Government Organizations in India during last three years as on the date of submission of bid.	Please consider State Government Departments and Staturoy Bodies Like SIDBI and consider the time line during last 5 Years.	Bidder to refer Corrigendum-2



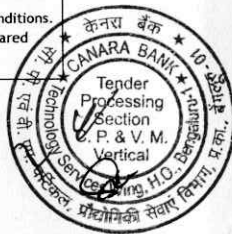
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
9	89	Annexure-9	Technical Evaluation Criteria	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Please consider State Government Departments and consider the time line during last 5 Years.	Bidder to refer Corrigendum-2
10	90	Annexure-9	Technical Evaluation Criteria	The Bidder should have experience in Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India as following: 1. Hosting, Maintaining Public DNS/Domain/DNSSEC - 3 Years 2. GenAI based search/ Translation integration in public website - 2 websites. 3. Search Engine Optimisation (SEO) services for websites - 3 Years	Please consider other Gen AI use cases rather than mandating only Translation use case	The Gen AI usecases defined are for the initial period only and Bank will consider leveraging more / all of the Gen AI capabilities during the course of the contract period and the bidder should support the same without any additional cost to the Bank.
11	67	Buyer Added Bid Specific ATC	Annexure-2Pre-Qualification Criteria	The bidder should have at least CMMI (Capability Maturity Model Integration) level 3 certification	Request if this clause can be deleted as we will not be qualifying for the RFP due to lack of CMMI certification	Bidder to comply with RFP terms and Conditions.
12	2	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	For website re-design, do Canara bank already have a design team setting the design guidelines (Brand guidelines) or do they need Niveus involvement in suggesting design	Bidder should provide end-to-end design/template wherever redesign/revamp is required. However, Brand guidelines and relevant details will be shared with the selected bidder.
13	2	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	Will there be a mobile app design revamp as well or is it just the website?	Bidder to comply with RFP terms and Conditions. Mobile app is not under the present Scope of work.
14	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	Should Canara bank website provide real time stock share price including details like its trend, history etc within the same website or any redirection is required? Eg: Google Finance	Bidder to comply with RFP terms and Conditions. Details should be displayed within Bank's website only.
15	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	What CMS is canara bank now using?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
16	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	Are you looking for any enhancements, If yes, in which module? And why.	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
17	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	What are the AI/ML use case expectations?	The Gen AI usecases defined are for the initial period only and Bank will consider leveraging more / all of the Gen AI capabilities during the course of the contract period and the bidder should support the same without any additional cost to the Bank.
18	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	Do you have data on customer drop off points due to system delay	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.



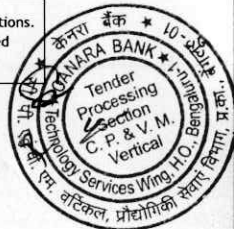
SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
19	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	For app development, in phase 1, what are the modules/pages do you need an upgrade as part of lift and shift?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
20	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	Since there are multiple redirections in the website, we want to know the percentage of flows that need re-work or all links. We would need the list of items	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
21	4	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	For the IFSC Portal, are we only re-designing static pages or will there be changes in the workflow.  If workflow changes are required, we will need the number of workflows	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
22	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	The revamped website will consists of enhanced AI based capabilities eg., Natural language search across all content in the website. Are we correct in understanding that these features must be implemented on your existing website prior to the migration	The Gen AI usecases defined are for the initial period only and Bank will consider leveraging more / all of the Gen AI capabilities during the course of the contract period and the bidder should support the same without any additional cost to the Bank.
23	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	Given the nuances and variations within regional Indian languages, and recognizing that AI translation accuracy can vary, what is the acceptable level of accuracy for the AI-powered translations?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
24	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	What specific use cases do you envision for RAG on the website?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
25	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	What specific key parameters will be defined to ensure up-to-date content through RAG?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
26	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	Do you have an existing knowledge base that RAG can pull from? If so, what format is it in? If not, what sources should be included?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
27	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	Would you like to enhance your existing chatbot to better understand natural language and engage more naturally with users while maintaining its existing structure?	The Gen AI usecases defined are for the initial period only and Bank will consider leveraging more / all of the Gen AI capabilities during the course of the contract period and the bidder should support the same without any additional cost to the Bank.
28	3	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	Will the bank provide any support for content creation or translation?	Bidder to comply with RFP terms and Conditions.  Hindi & English content will be provided by the Bank. However, the Bidder should translate if required by the Bank. Further, Bidder should provide end-to-end design/template wherever redesign/revamp is required. However, Brand guidelines and relevant details will be shared with the selected bidder.



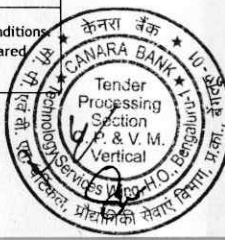
SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
29	6	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Content Management System (CMS)	Would you like to consider a headless CMS solution that meets your requirements for omnichannel content delivery, security, and streamlined content management? It offers flexibility in integration and efficient content handling.	Bidder to comply with RFP terms and Conditions.
30	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Do we have Infrastructure architecture of the existing deployment?	Bidder to comply with RFP terms and Conditions. As per the following Scope of Work, contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder for coordination.
31	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Application workflow/service dependency details	Bidder to comply with RFP terms and Conditions.
32	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Do we have the list of all the infrastructure components i.e VM and server details	Bidder to comply with RFP terms and Conditions. The selected bidder to provide all the required infrastructure.
33	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Load Balancer used - L4/L7?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
34	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Any custom ports used other than 80/443?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
35	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Any session affinity/sticky sessions?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
36	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Routing approach - Round Robin or custom approach?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
37	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Any CDN integration	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
38	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	CDN Provider - Cloud Native/Third Party(Eg:Cloud Flare)	Bidder to refer Corrigendum-2
39	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	What is the backend for CDN - Object Storage/Application(EC2 based/EKS based)	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
40	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is WAF configured for the application?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
41	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Existing WAF provider - AWS Native/Azure Native/Cloud Flare?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
42	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Only OWASP policies configured?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
43	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Any custom WAF policies?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
44	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Any Rate limiting in WAF?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
45	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is the application Stateless?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
46	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	If Stateless,how is the session managed?Redis?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
47	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is the application Monolithic /Microservice based?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
48	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	If microservice based,number of microservices available	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
49	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Any Service mesh leveraged for interservice communication between the microservices?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
50	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is the application containerized?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
51	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is the container,microservice based/monolithic?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
52	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Existing container image storage repository	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
53	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is the application hosted on Linux/Windows/Amazon Linux machines	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
54	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Any application dependency on the existing OS and its version?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
55	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	What is the Teck stack of the application - Python/Node/Java/Spring Boot	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
56	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is the application hosted on Autoscalable clusters for autoscalability?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.



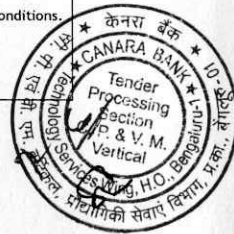
SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
57	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is the application deployed using CI/CD?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
58	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is the CI/CD Jenkins based/Cloud Native?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
59	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Are both CI/CD leveraged using Jenkins?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
60	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	If Jenkins deployment, does it have Master-Slave configuration	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
61	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	If master-slave based,number of Slaves configured?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
62	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Number of pipelines in the existing deployment	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
63	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is the Jenkins setup common across all the environments(Dev/Staging/UAT/Production)	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
64	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	(AWS)If Cloud Native does it involve both Code Build and Code Deploy	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
65	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	(AWS)Is Code Piepline also leveraged??	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
66	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Which RDBMS is leveraged?(MySQL/PostgreSQL/SQL Server/MariaDB)	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
67	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Are the Databases Managed or VM based workload?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
68	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Are the DBs Multi AZ?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
69	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Any analytical requirement from RDMS	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
70	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is the DB clustered or standalone hosting	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
71	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Any No SQL DBs leveraged - Elastic/Mongo/DynamoDB/Document DB	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
72	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	If Elasticsearch, is it Elastic Cloud based/Unmanaged?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
73	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	If unmanaged Elasticsearch, is it clustered setup?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
74	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Does the Cluster setup have Zonal Awareness enabled?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
75	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Size of the Cluster - Number of Primary and Secondary Nodes	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
76	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	If MongoDB, is it MongoDB Atlas based/Unmanaged?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
77	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	If unmanaged MongoDB, is it clustered setup?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
78	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Does the Cluster setup have Replica Set enabled?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
79	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Size of the Cluster - Number of Primary and Secondary Nodes	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
80	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is Dynami DB leveraged?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
81	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Is Document DB leveraged?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
82	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Who is the existing DNS provider	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
83	82	Annexure-8	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Would the same DNS be leveraged post migration to GCP	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
84	2	5.2 Scope of Work	Migration of contents of the existing corporate website of Canara Bank www.canarabank.com. The vendor has to implement enhancements such as Artificial Intelligence / Natural Language search etc., before migration	Website Design/ Enhancements - Sub clause 1	1. What are the business reasons for which the enhancements such as Artificial Intelligence / Natural Language search etc should be implemented before migration and not on the revamped website ? 2. shall the enhancements be treated as a separate scope and out of scope of this RFP or shall the enhancements be a part of the scope of this RFP ?	Bidder to comply with RFP terms and Conditions.
85	2	5.2 Scope of Work	The website should be devise agnostic and capable of being viewed on various devices, i.e. mobiles, tablets, laptops, desktops etc	Website Design/ Enhancements - Sub clause 2	Assuming that mobile app is out of scope	Bidder to comply with RFP terms and Conditions. Mobile app is not under the present Scope of work.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
86	2	5.2 Scope of Work	If Bank wishes to revamp the entire website at any point of time during the contract period, the vendor should carry out the activity at mutually agreed rate. However, The Bidder to provide unlimited content updation including changes in design / addition of new pages in the website etc., as per business requirement of the Bank without any additional cost to the Bank during the entire contract period.	Website Design/ Enhancements - Sub clause 2	1. Can both the existing website and revamped website run in parallel? If yes then for how many months? 2. Can both the websites (revamped website and revamp of the revamped website) run in parallel? If yes then for how many months? 3. Assuming that decommissioning of the existing website shall be out of scope?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
87	2	5.2 Scope of Work	Other than Hindi & English, the website should have the functionality of displaying content in majority of the other Indian Languages using advanced Artificial Intelligence (AI) capabilities.	Website Design/ Enhancements - Sub clause 5	What all languages are we envisaging here? Can you please share the indicative list of languages the proposed solution should support apart from English and Hindi	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
88	4	5.2 Scope of Work	Separate blog section to be incorporated for highlighting news, latest developments, calendar of events, on-going schemes, etc. and other relevant news related to finance sector for drawing the visitors' immediate attention.	Website Design/ Enhancements - Sub clause 12	Are we going to have live blogs? Will any user be able to put blogs and what review mechanism will be in place?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
89	2	5.2 Scope of Work		NA	Is Post Login Site (Customer Portal - <a href="https://online.canarabank.in/">https://online.canarabank.in/</a> ) in scope or out of scope?	Bidder to comply with RFP terms and Conditions. Bidders scope is limited to what is mentioned in the RFP document.
90	5	5.2 Scope of Work	Migrating and Hosting of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud Designing and Hosting of new website for Canara Bank IFSC Banking Unit (CBIBU) Website on cloud Redesigning of Canara Bank Intranet site Creation of unified dash board and migration of Domain / DNS of all Canara Bank Domains and Sub-Domains	Sub Clause 5.1- Purpose/ Objective	Please let us know the approx number of pages for each of the current websites - Canara Bank Corporate Website, Canara Bank IFSC Banking Unit (CBIBU) Website, Canara Bank Intranet site, Unified Dashboard	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
91	5	5.2 Scope of Work	Migration of contents of the existing corporate website of Canara Bank <a href="http://www.canarabank.com">www.canarabank.com</a> . The vendor has to implement enhancements such as Artificial Intelligence / Natural Language search etc., before migration.	Website Design/ Enhancements - Sub clause 1	What are the AI features to be implemented? Please provide few samples.	Bidder to comply with RFP terms and Conditions. Scope is already defined. Further, the Gen AI usecases defined are for the initial period only and Bank will consider leveraging more / all of the Gen AI capabilities during the course of the contract period and the bidder should support the same without any additional cost to the Bank.
92	8	5.2 Scope of Work	However, The Bidder to provide unlimited content updation including changes in design / addition of new pages in the website etc., as per business requirement of the Bank without any additional cost to the Bank during the entire contract period.	Website Design/ Enhancements - Sub clause 3	While suggesting this can bidder put threshold in number of content requests that can be served on weekly basis?	Bidder to comply with RFP terms and Conditions.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
93	15	5.2 Scope of Work	Other than Hindi & English, the website should have the functionality of displaying content in majority of the other Indian Languages using advanced Artificial Intelligence (AI) capabilities. Option to be made available to the viewers to select the desired language and the website should be capable of displaying the content in the particular language selected with maximum accuracy.	Website Design/ Enhancements - Sub clause 5	Would the bank have any manual review of translated content?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
94	5	5.2 Scope of Work	The website design and structure should be SEO friendly and optimizable to increase SEO ranking. The vendor should maintain SEO and accessibility scores of the website at 80 - 100 throughout the contract period. Industry best practices for achieving high website SEO score such as Keyword Research and Content Optimization, On Page Optimization, Backlink Building, XML Sitemap, Mobile Optimization, Broken link fixing, Schema Markup, etc., will be the responsibility of the Bidder. The Bidder should monitor the website SEO Score using industry best tools and share daily report to the Bank on various parameters and scoring	Website Design/ Enhancements - Sub clause 7	The accesibility score here is captured using Lighthouse. Is that correct? For monitoring the SEO if cretain tools are used, would Bank procure the licenses or subscription of those tools ?	Bidder to comply with RFP terms and Conditions. Further, Bank may use any/more than one of the leading tools to verify the same.
95	15	5.2 Scope of Work	The bidder will be responsible for ensuring that the website meets all the accessibility standards including conversion of webpages / documents etc., wherever required throughout the contract period using best in class tools.	Website Design/ Enhancements - Sub clause 8	For accessibility verification if certain tools are proposed, would Bank procure thoe licenses or subscription?	Bidder to comply with RFP terms and Conditions. The selected bidder to provide all the required infrastructure.
96	5	5.2 Scope of Work	Various types of content should be delivered through the website. The indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc. (In built players to enable previewing before download).	Website Design/ Enhancements - Sub clause 14	Our underatnding is all Documents , images, multimedia, audio/video files shall be provided by Bank. Is that correct?	Bidder to comply with RFP terms and Conditions. Contents will be provided by the Bank. Translations wherever required and as applicable is to be done by the Bidder.
97	15	5.2 Scope of Work	The bidder should support migration of the website to a different domain as per the requirement of the Bank / regulator if required.	Website Design/ Enhancements - Sub clause 19	Would bank take care of registering all such domain names?	Bidder to comply with RFP terms and Conditions. As per the Scope of Work, Renewal and maintainance of all the exisiting 45 Domains & 250 (approx) Sub-Domains will be the responsibility of the Bidder. New Domains, if any, required as per regulatory requirement (*.Bank.in) will be done by the Bank. Further, Bidder should support registering any other domain which is non-regulatory in nature at mutually agreed rates.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
98	15	5.2 Scope of Work	The bidder should ensure compliance to the Escrow guidelines	Website Design/ Enhancements - Sub clause 22	Can bank share link of such Escrow Guidelines?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
99	7	5.2 Scope of Work	CMS should support on demand creation of a "ready to print" copy of the content pages.	Content Management system - Sub clause 12	Typically a Content Page after being deigned in CMS, may not have header and footer section upfront visible in CMS as those are incorporated after publish to website. Hence "Print Copy" of content in CMS may vary from that after publish to website. Will bank consider the same?	RFP Clause is self explanatory. Bidder has to comply to RFP terms.
100	7	5.2 Scope of Work	There should also be a provision for archival of content/section/pages and content filtering by specific date/month/year	Content Management system - Sub clause 15	Is this feature required at individual site level or at CMS?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
101	7	5.2 Scope of Work	Application must support various content formats such as HTML, SMTP, XML, JavaScript's, DHTML, EXCEL, Word, audio, Movie, graphics, Icons, psd, ppt, etc. CMS must be compatible for all common browser types.	Content Management system - Sub clause 18	SMTP is a protocol for sending Emails. CMS to have integration with SMTP servers for sending email notifications. Is this the correct understanding?	RFP Clause is self explanatory. Bidder has to comply to RFP terms.
102	7	5.2 Scope of Work	Security and Compliance	Security and Compliance- Sub clause 1	Can bidder propose any CSP (registered at MEITY) like AWS, GCP, Azure etc for hosting the Corporate Website and CBIBU?	Bidder to comply with RFP terms and Conditions.
103	10	5.2 Scope of Work	The vendor will be responsible for providing all the required APIs for integration with Bank's other systems such as call centre, SMS, e-Mail, net banking, mobile banking, marketing solutions etc.,	Security and Compliance - Sub clause - 25	Is NetBanking in scope? Is Mobile Banking in scope? Which marketing solution to be integrated with? Will SMS be sent to International Numbers? What is the expected volume of such SMS, EMail on monthly basis? How amny APIs is expected from the platform for Call center integrations?	Bidder to comply with RFP terms and Conditions. Bidders scope is limited to what is mentioned in the RFP document. Additional details, if required, will be shared with the selected bidder.
104	10	5.2 Scope of Work	The Bidder shall ensure to abide by Bank's policies including Cloud Policy, Artificial Intelligence Policy of the Bank and other relevant guidelines from RBI, CERT-in, Government of India etc., during the entire contract period.	Security and Compliance - Sub clause - 29	Such policy compliance may require additional work w.r.t technical solutioning and implementation. Bidder would require to implement those post agreement on chargeability. Would Bank agree to that?	Bidder to comply with RFP terms and Conditions.
105	11	5.2 Scope of Work	It will be the responsibility of the vendor to migrate the website and coordinate with the existing vendor. The contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder.	Hosting and Maintenance -Sub clause - 6	If bidder requires establishing a governance process for managing the interactions and activities with the existing vendor along with participation of Bank , establishing accountability, would Bank agree to the same?	Bidder to comply with RFP terms and Conditions.
106	11	5.2 Scope of Work	Prompt and proper maintenance of the websites and its frequent updates will be the responsibility of the Bidder. There will not be any cap on the number of updations done on the websites / intranet / Domain / DNS etc.,	Hosting and Maintenance -Sub clause - 18	Request bank to reconsider this clause and allow to put a cap after discussion.	Bidder to comply with RFP terms and Conditions.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
107	12	5.2 Scope of Work	The bidder should provide end to end comprehensive analytic tool for the websites to provide various data related to the websites. The tool should be able to integrate with Bank's CRM solution for further analysis, leads etc.,	Hosting and Maintenance -Sub clause - 14	Which CRM tool is used by Bank? Can it provide secured API for data exchange?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
108	13	5.2 Scope of Work	Minimum 25% YoY increase in concurrent users may be considered for sizing.	Hosting and Maintenance -Sub clause - 24	Suggest Bank to reduce this to 10% Y-o-Y as industry standard.	Bidder to comply with RFP terms and Conditions
109	14	5.2 Scope of Work	However, The Bidder to provide unlimited content updation including changes in design / addition of new pages in the website etc., as per business requirement of the Bank without any additional cost to the Bank during the entire contract period.	Website Design / Enhancements for www.canarabank.com website: Sub clause -3	Suggest Bank to allow putting a threshold to limit such requests on a monthly basis.	Bidder to comply with RFP terms and Conditions.
110	14	5.2 Scope of Work	The application should be developed in such a way that it is scalable and accessed by all the employee of the Bank without any lag. Minimum concurrency should be for 10,000 users.	Intranet - Sub clause - 4	10K Concurrency for intranet use is too Large a value. Request Bank to share current concurrency so that correct target concurrency can be arrived at.	Bidder to comply with RFP terms and Conditions.
111		General Question		NA	UAT testing will be done by the bank business team. Please confirm	Yes
112	2	5.2 Scope of Work	ii. The website should be devise agnostic and capable of being viewed on various devices, i.e. mobiles, tablets, laptops, desktops etc.	Website Design / Enhancements for www.canarabank.com website: Sub clause -2	Would the bank provide devices for testing?	Bidder to comply with RFP terms and Conditions. The selected bidder to provide all the required infrastructure.
113		General Question		NA	What testing repository is followed by the bank? Would access be provided for it?	Bidder to comply with RFP terms and Conditions.
114	2	5.2 Scope of Work	ii. The website should be devise agnostic and capable of being viewed on various devices, i.e. mobiles, tablets, laptops, desktops etc.	Website Design / Enhancements for www.canarabank.com website: Sub clause -2	Is there any tool available for cross-browser/device testing with the bank? Can the same tool be used for SIT/UAT testing? If not, are there any specific requirements regarding the tool, such as a preference for a cloud-based tool or an on-premise tool?	Bidder to comply with RFP terms and Conditions. The selected bidder to provide all the required infrastructure.
115	17	5.2 Scope of Work	xxxi. The vendor/bidder shall establish a robust patch management process to ensure timely identification, testing, and deployment of security patches for all application components, operating systems, and third-party dependencies associated with Bank's websites.	Security and Compliance - Sub clause 31	Can we utilize existing test management tool to track test cases and defects, or do we need to buy a new license for this project?	Bidder to comply with RFP terms and Conditions. The selected bidder to provide all the required infrastructure.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
116	11	5.2 Scope of Work	ix. The vendor/bidder shall ensure that only licensed software is used for the development, deployment, and maintenance of the application, including operating systems, third-party libraries, security tools etc.,	Hosting and Maintenance - sub clause - 9	Are there any restrictions on the use of open-source tools in testing? For ex. Browserstack, Python, Selenium etc	Bidder has to comply to the following RFP terms.  iv.All components used for Hosting, managing, securing, monitoring, updating content etc., of the websites should be supported by the respective OEMs and the Bidder should ensure that no end of support / end of life products / components are used. v.The Bidder should ensure back-to-back support for all the components used and there should not be any limit to the number of tickets raised for troubleshooting etc., during the entire contract period.
117	2	5.2 Scope of Work	ii. The website should be device agnostic and capable of being viewed on various devices, i.e. mobiles, tablets, laptops, desktops etc.	Website Design / Enhancements for www.canarabank.com website: Sub clause -2	Is it possible to share the market analysis reports for Android, iOS, iPad, and Tablets from the last 2-3 years to identify device test coverage?	Bidder to comply with RFP terms and Conditions.  Additional details, if required, will be shared with the selected bidder.
118	10	5.2 Scope of Work	xxxi. The vendor/bidder shall establish a robust patch management process to ensure timely identification, testing, and deployment of security patches for all application components, operating systems, and third-party dependencies associated with Bank's websites.	Security and Compliance - Sub clause 31	Regarding the operating system (OS), we will cover the latest version and the last two versions during testing. Could you confirm if there are any additional OS version testing expectations?	Clause is self explanatory, Bidder to comply with RFP terms and Conditions.
119	8	5.2 Scope of Work	ix. All the modules being developed for the websites should go through a mandatory QC and QA testing.	Security and Compliance: Sub clause -9	Is Automation Testing within the scope?	Clause is self explanatory, Bidder to comply with RFP terms and Conditions.
120	14	5.2 Scope of Work	Redesigning, Maintenance and Hosting of Bank's Intranet site in Bank's Data Centre and Disaster Recovery Centre (On-premise).	Intranet: Sub clause -1	Is the SIT environment accessible over the internet, and can the PwC team access it from outside the Canara Bank office?	Bidder to comply with RFP terms and Conditions.  Access available within Bank LAN only.
121	2	5.2 Scope of Work	v. Other than Hindi & English, the website should have the functionality of displaying content in majority of the other Indian Languages using advanced Artificial Intelligence (AI) capabilities. Option to be made available to the viewers to select the desired language and the	Website Design / Enhancements for www.canarabank.com website: Sub clause -5	What are the Indian languages that will be in scope? Can you share a list of their names?	Clause is self explanatory, Bidder to comply with RFP terms and Conditions.
122	8	5.2 Scope of Work	xii. The Bidder will also be required to obtain STQC certification for the websites during the contract period as informed by the Bank.	Security and Compliance: Sub clause -12	We would like to update the bank that we will only be able to provide STQC certification for only specific domains such as for .gov.in / nic.in. Kindly confirm if this is still required since it will not be applicable for canarabank.in or canarabank.co.in	Bidder to comply with RFP terms and Conditions.  Bidders scope is limited to what is mentioned in the RFP document. Additional details, if required, will be shared with the selected bidder.
123	-	5.2 Scope of Work	General	NA	What are the primary goals and objectives of this upgrade? What are the current pain points with the existing website and intranet portal? Who are the main stakeholders involved in this project (IT, business, marketing, HR, etc.)? What is the expected timeline for the project (start date, go-live, etc.)?	Bidder to comply with RFP terms and Conditions.  Additional details, if required, will be shared with the selected bidder.







SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
134	8	5.2 Scope of Work	The bidder should ensure compliance to handling of PII data requirements and guidelines issued by the Govt, regulator, Bank etc., including masking of critical fields etc.,	Intranet Subclause - 20	Does the bank have any regulatory checklists to ensure compliance or does the service provider need to create one	Bidder to comply with RFP terms and Conditions.  All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.
135	8	5.1 Scope of work	Designing, Hosting and Maintenance of new website for Canara Bank IFSC Banking Unit (CBIBU) Website on cloud	Purpose/Objective Subclause - 2	Will the bank perform Network Penetration Testing on this setup or is the service provider expected to perform this	Bidder to comply with RFP terms and Conditions. All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.
136	8	5.2 Scope of Work	The vendor also has to provide the Business Continuity Plan of their organization.	On-site support - sub clause - 12	To clarify, Business Continuity Plan to be provided w.r.t operation of the Internet and Intranet website for the Bank. Please confirm.	Bidder has to provide business continuity plan as per the banks requirement
137	8	5.1 Scope of work	The site should support integration with Advanced Artificial Intelligence Tools in the future for displaying contents in various other languages and the Bidder should support the same if Bank desires to implement the same	Intranet Subclause - 11	In context of Intranet, can this AI tool be hosted on public cloud?	Bidder to comply with RFP terms and Conditions.  Additional details, if required, will be shared with the selected bidder.
138	8	5.2 Scope of Work	Analytics and tools	NA	Is there any analytics tools already used un current implementation? Can you share current analytics report? Provide Performance benchmark for load times, page speeds, etc. requires further level of details to meet the right expectations	Bidder to comply with RFP terms and Conditions.
139	8	Payment Terms	One time implementation cost for Design, Development and Deployment of Canara Bank Website, IFSC Banking Unit (CBIBU) & Intranet and Creation of unified dash board and migration of Domain / DNS of all Canara Bank Domains and Sub-Domains Domain / DNS management	Payment Terms - sub clause - 1	We would like to request the bank that all the payment terms mentioned in the RFP document towards implementation are backdated wherein the payment will be done post completion of implementation. Requesting the bank to consider a flexible payment schedule towards with Milestones being distributed along the implementation timeline	Bidder to comply with RFP terms and Conditions.
140	8	Payment Terms	Hosting and Maintenance of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud & search etc., on cloud (including Content Updation).	Payment Terms - sub clause - 2	We would like to request the bank to make monthly payouts rather than quarterly since this helps in managing the project efficiently as well as offering the best commercial offer to the bank	Bidder to comply with RFP terms and Conditions.
141	8	Payment Terms	Hosting Maintenance of Canara Bank Intranet site (including Content Updation) Domain / DNS management of all Canara Bank Domains and SubDomains	Payment Terms - sub clause - 4 & 5	We would like to request the bank to make monthly payouts rather than quarterly since this helps in managing the project efficiently as well as offering the best commercial offer to the bank	Bidder to comply with RFP terms and Conditions.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
142	8	Payment Terms	Payment will be Quarterly in arrears as per Table-D of Annexure-16 after deducting applicable penalties and Liquidated damages (if Any).	Payment Terms - sub clause - 6	We would like to request the bank to make monthly payouts rather than quarterly since this helps in managing the project efficiently as well as offering the best commercial offer to the bank	Bidder to comply with RFP terms and Conditions.
143	8	Section C	Project Schedule in Section 1.3		Does bidder have to adhere to the timeline provided in this section? If so, suggest to change that criteria as the give timeline is not sufficient to implement and migrate and get all required certifications.	Bidder to comply with RFP terms and Conditions.
144	8	Annexure 9	<p>The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)</p> <p><b>Documentation</b> - The bidder has to provide relevant purchase order/work order / engagement letter &amp; signoff along with satisfactory project completion certificate/ Reference letter/ email from the Concerned Organization clearly mentioning about cloud implementation</p>	NA	<p>We request the bank to consider to change the clause as follows:</p> <p>1. Bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government/ <b>State Government Organizations</b> in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid.</p> <p>2. <b>Documentation</b> - The bidder has to provide relevant purchase order/work order / engagement letter OR signoff along with satisfactory project completion certificate/ Reference letter/ email from the Concerned Organization clearly mentioning about cloud implementation</p>	Bidder to refer Corrigendum-2
145	8	Annexure 9	<p>The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)</p> <p><b>Documentation</b> - The bidder has to provide relevant purchase order/work order / engagement letter &amp; signoff along with satisfactory project completion certificate/ Reference letter/ email from the Concerned Organization clearly mentioning about cloud implementation</p>	NA	<p>We request the bank to consider to change the clause as follows:</p> <p>1. Bidder should have experience in designing/ revamping and maintained minimum 2 interactive and multilingual websites/ portal/apps out of which atleast one should be a public sector <b>organization</b> or private sector bank in India or Financial Institutions/PSU/ Central Government/ <b>State Government Organizations</b> in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid.</p> <p>2. <b>Documentation</b> - The bidder has to provide relevant purchase order/work order / engagement letter OR signoff along with satisfactory project completion certificate/ Reference letter/ email from the Concerned Organization clearly mentioning about cloud implementation</p>	Bidder to refer Corrigendum-2



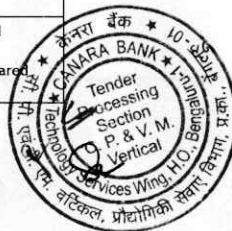
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
146	8	Annexure 9	The Bidder /OEM must have experience in the field of designing / maintaining website as on the date of submission of bid. <b>Documentation</b> - The bidder has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter/ email from the Concerned Organization clearly mentioning about cloud implementation	NA	We request the bank to consider ongoing projects for this clause as follows:  1. The bidder /OEM must have experience in the field of designing/maintaining website/apps on the date of submission of bid.  2. <b>Documentation</b> - The bidder has to provide relevant purchase order/work order / engagement letter OR signoff along with satisfactory project completion certificate/ Reference letter/ email from the Concerned Organization clearly mentioning about cloud implementation	Bidder has to comply with RFP terms and Conditions.
147	8	Annexure 9	The Bidder/OEM should have hosted the websites in MeITy approved public Cloud for Scheduled Public or Private Sector Bank / Financial Institutions / PSU/ Government Organizations in India during last three years as on the date of submission of bid. <b>Documentation</b> - The bidder has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter/ email from the Concerned Organization clearly mentioning about cloud implementation	NA	We request the bank to consider as follows:  1. The bidder /OEM should have hosted the websites in MeITy approved public Cloud for Scheduled Public or Private Sector Bank / Financial Institutions / PSU/ Government Organizations/ <b>State Government organizations</b> in India.  2. <b>Documentation</b> - The bidder has to provide relevant purchase order/work order / engagement letter OR signoff along with satisfactory project completion certificate/ Reference letter/ email from the Concerned Organization clearly mentioning about cloud implementation	Bidder to refer Corrigendum-2
148	8	Annexure 9	The Bidder should have experience in Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India as following: 1. Hosting, Maintaining Public DNS/Domain/DNSSEC - 3 Years 2. GenAI based search/ Translation integration in public website - 2 websites. 3. Search Engine Optimisation (SEO) services for websites - 3 Years The bidder has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate / Reference letter/ email from the Concerned Organization	NA	We request the bank to consider the below changes:  1. The Bidder should have experience in Public Sector or Private Sector Bank / <b>Private organizations</b> in India or Financial Institutions/PSU/ Central Government Organizations in India across <b>atleast 2 or more</b> of following: 1. Hosting, Maintaining Public DNS/Domain/DNSSEC - 3 Years 2. GenAI based search/ Translation integration in public website - <b>1 websites</b> . 3. Search Engine Optimisation (SEO) services for websites - 3 Years  2. <b>Documentation</b> : We request the bank to consider for documentation i.e. The bidder has to provide relevant purchase order/work order / engagement letter or signoff along with satisfactory project completion certificate / Reference letter/ email from the Concerned Organization	Bidder has to comply with RFP terms and Conditions.
149	8	5.2 Scope of Work	The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.,	Security and Compliance - sub clause 1	Is configuration of these devices responsibility of service provider or of the bank, if service provider then, does the bank have secure configuration documents for these tools or should they be configured as per industry standards	Bidder has to comply with RFP terms and Conditions.  The selected bidder to provide all the required infrastructure. Additional details, if required, will be shared with the selected bidder.





SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
150	8	Annexure-8	Database	NA	Is there any preference for the Target Database Platform like MSSQL, Oracle, Postgresql or something else or its version?	iv.All components used for Hosting, managing, securing, monitoring, updating content etc., of the websites should be supported by the respective OEMs and the Bidder should ensure that no end of support / end of life products / components are used. v.The Bidder should ensure back-to-back support for all the components used and there should not be any limit to the number of tickets raised for troubleshooting etc., during the entire contract period.
151	8	Annexure-8	Database	NA	Is there any preference to retain the Database Architecture or Data Model similar to the existing system?	Bidder has to comply with RFP terms and Conditions. There is no restriction in this regard. However, the bidder should ensure compliance to all other terms and conditions of the RFP.
152	8	Annexure-8	Database	NA	All the Database Objects will be migrated? Whether the data will be made available in flat structure or needs to be extracted from the source systems?	Bidder has to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
153	8	Annexure-8	Database	NA	Is there any preference for ETL tool to be used for data migration purpose?	Bidder has to comply with RFP terms and Conditions.
154	8	Annexure-8	Database	NA	Is there any cleanup required as part of data migration or the data can be assumed to be clean and accurate?	Bidder has to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
155	8	Annexure-8	Database	NA	Is their any estimate on the count of databases/schemas/table or their data volume from which data needs to be migrated?	Bidder has to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
156	8	5.2 Scope of Work	General	NA	1. During the revamp of the website, are the features and functionalities going to be the same? 2. If not how much percentage of new features and functionalities should be considered to be added?	Bidder has to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
157	8	5.2 Scope of Work	However, the selected bidder should deploy required number of resources in Bank's premises for development / coordination / migration / testing etc., immediately after project kick off or within two weeks from acceptance of Purchase Order.	On-site support - sub clause - 3	Is the service provider expected to perform application security testing after go live also during the 5 year support period	Bidder has to comply with RFP terms and Conditions. All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.
158	8	5.2 Scope of Work	The website should be developed based on a defined information architecture & best practices for UI/UX	Website Design / Enhancements for www.canarabank.com website: sub clause -6	As part of the best practices we recommend including user research to understand the customer needs. Can we consider primary research as part of the scope for UX(since it is not called out separately in the RFP)?	RFP Clause is self explanatory.Bidder has to comply with RFP terms and Conditions.

SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
159	8	5.2 Scope of Work	The website should be developed based on a defined information architecture & best practices for UI/UX	Website Design / Enhancements for www.canarabank.com website: sub clause -7	We are assuming that we will be using the current brand guidelines of Canara bank for designing the revamped website, no new brand guidelines will be created for this project. Please confirm our understanding	Bidder has to comply with RFP terms and Conditions.  Brand guidelines and relevant details will be shared with the selected bidder.
160	8	5.2 Scope of Work	Various types of content should be delivered through the website. The indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc. (In built players to enable previewing before download)	Website Design / Enhancements for www.canarabank.com website: sub clause -14	The images, pictures, videos will be provided by the bank ?	Bidder has to comply with RFP terms and Conditions.  Contents will be provided by the Bank. Translations wherever required and as applicable is to be done by the Bidder.
161	8	5.2 Scope of Work	Various types of content should be delivered through the website. The indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc. (In built players to enable previewing before download)	Website Design / Enhancements for www.canarabank.com website: sub clause -14	The content of the website like product description, blogs, other documents will be provided by the bank ? If no, what all content will be provided by the bank and what content needs to be created by us?	Bidder has to comply with RFP terms and Conditions.  Contents will be provided by the Bank. Translations wherever required and as applicable is to be done by the Bidder.
162	8	5.2 Scope of Work	Intranet: Intranet portal should be accessible through web and the login of the portal should be through Bank's Active Directory. The site should be designed in such a way that generic information can be accessed by all the stakeholders including Bank's Employees / vendors / contract employee etc., Sensitive information should be accessible after authentication through Active Directory. Provision for Multi-Factor Authentication by integrating with Bank's SMS/e-Mail gateways also to be made available.	Intranet - Sub clause - 10	Will the intranet follow the same style guidelines as the rest of the websites or will this need a style guide?	Bidder has to comply with RFP terms and Conditions.  Additional details, if required, will be shared with the selected bidder.
163	8	5.2 Scope of Work	Intranet Both static and dynamic content is to be created	Intranet - Sub clause - 9	Please can we get the details on the exact scope and nature of the content to be created by us?	Bidder has to comply with RFP terms and Conditions.  Additional details, if required, will be shared with the selected bidder.
164	8	5.2 Scope of Work	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website: The websites should be developed based on a defined information architecture & best practice for UI/UX.	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website: sub clause 7	Will the website follow the same style guidelines as the main canara bank website or will this need a style guide?	Bidder has to comply with RFP terms and Conditions.  Additional details, if required, will be shared with the selected bidder.
165	8	Annexure-8	Database	NA	Is there any scope of the file uploaded in DB (Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files)	Bidder has to comply with RFP terms and Conditions.
166	8	Annexure-8	Database	NA	Is there any hyperlink available in html/word/pdf document which needs to be changed as a part of data migration?	Bidder has to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
167	8	Annexure-8	Database	NA	Is there any DB jobs/batches available which needs to be migrated as well? If yes, what is the count?	Bidder has to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.



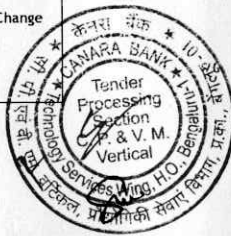
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
168	121	Sub contracting	Sub contracting	NA	We request the bank to consider the request for having JBR / sub contractor being used for specific skills requirement basis the project needs & ask	Bidder has to comply with RFP terms and Conditions.
169	3	Scope of Work	ix	The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should be minimum of 15 minutes.	What is the scope of "Investor Relations" features beyond share price updates (e.g., annual reports, investor presentations)?	Bidder has to comply with RFP terms and Conditions. Present Scope of Work is display of real time stock share price (BSE/NSE) of Canara Bank
170	2	Scope of Work	v	Other than Hindi & English, the website should have the functionality of displaying content in majority of the other Indian Languages using advanced Artificial Intelligence (AI) capabilities	Is the use of GenAI/NLP search expected to be custom-built, or cloud native AI services (e.g., AWS Translate) be integrated?	Bidder has to comply with RFP terms and Conditions. There is no restriction in this regard. However, the bidder should ensure compliance to all other terms and conditions of the RFP.
171	2	Scope of Work	iv, v	The website should be implemented in bilingual format (English and Hindi) from day 1. The home page of the websites should provide option for switching to Hindi version of website with single click. The Hindi website should be developed using Unicode so that the visitor is not required to download any fonts to view the Hindi website	What are the specific expectations around AI/NLP search and multilingual capabilities—real-time AI translation or static multi-language content?	Bidder has to comply with RFP terms and Conditions. Real-time AI translation
172	3	Scope of Work	vi	The website should be developed based on a defined information architecture & best practices for UI/UX.	Can you confirm if Canara Bank will provide baseline UI/UX guidelines and branding templates or should the vendor propose these from scratch?	Bidder should provide end-to-end design/template wherever redesign/revamp is required. However, Brand guidelines and relevant details will be shared with the selected bidder.
173	3	Scope of Work	x	Website should support RAG (Retrieval-Augmented Generation) feature to ensure up-to-date content in the website for key parameters defined by the Bank	Please clarify expectations around RAG (Retrieval-Augmented Generation) features—what key parameters need to be retrieved?	Bidder has to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
174	3	Scope of Work	vii	The websites should have a hierarchical sitemap to facilitate easy navigation for users and search engines	Is there a preferred toolset or dashboard for SEO reporting and analytics monitoring?	Bidder has to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
175	3	Scope of Work	ix	The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should be minimum of 15 minutes.	Can third-party APIs be used for features like stock price integration, AI search, or analytics, or must all modules be custom-developed	Bidder has to comply with RFP terms and Conditions. The selected bidder to provide all the required infrastructure including APIs.
176	7	Security and Compliance		The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.,	What is the throughput of current firewall	Bidder has to comply with RFP terms and Conditions. As per the following Scope of Work, contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder for coordination.
177	7	Security and Compliance		The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.,	What is the EPS(Event per second) for current SIEM solution	Bidder has to comply with RFP terms and Conditions. As per the following Scope of Work, contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder for coordination.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
178	7	Security and Compliance		The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.,	Which DNS security solution are you using, Are you Okay to change your DNS service provider	Bidder has to comply with RFP terms and Conditions. The Bidder can propose their preferred DNS Provider subject to fulfillment of the RFP terms.
179	7	Security and Compliance		The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.,	Which is the current DDOS protection solution, will customer resume the same solution	Bidder has to comply with RFP terms and Conditions. The selected bidder to provide all the required infrastructure.
180	7	Security and Compliance		The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.,	Licenses of these security solution will be purchases by Customer or Bidder	Bidder has to comply with RFP terms and Conditions. The selected bidder to provide all the required infrastructure.
181	10	Security and Compliance		The vendor will be responsible for security of all the APIs provided in the websites.	What is the current count of public facing APIs	Bidder has to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
182	10	Security and Compliance		The vendor/bidder shall have a Security Operations Center (SOC) setup for continuous monitoring, threat detection, incident response, and security event management for monitoring of Bank's websites hosted on the Cloud.	SIEM solution will be deployed in customer environment or this can be shared SOC	The selected bidder to provide all the required infrastructure. Additionally, if required the bidder should integrate with Bank's SOC tools also for additional monitoring.
183	4			The site should be https enabled and the bidder will be responsible for providing / renewing the required SSL certificate/s for the website. Timely renewal of the certificate is to be ensured.	Domain and SSL certificate purchased from which provider. Currently what is the period of renewal. Is it a wildcard certificate	Bidder has to comply with RFP terms and Conditions. The selected bidder to provide all the required infrastructure. There is no wildcard certificate



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
184	1	PRESENT SET-UP		.Net framework	Bank is ready to upgrade to latest .Net version, which can also help to get rid of Windows licenses.	<p>Bidder has to comply with RFP terms and Conditions.</p> <p>There is no restriction on upgradation / Change of platform / usage of latest technology.</p> <p>As per the Scope of Work, for Intranet, the requisite hardware infrastructure for the same will be provided by the Bank. However, the Bidder should submit all the prerequisites required such as OS/Hardware/Database/Load balancer etc., required for hosting the site in Bank's premises. Tools / Software / CMS etc., required for development / maintenance / monitoring / APIs etc., of the site is to be provided by the Bidder.</p>
185	7	Content Management System	xix	CMS should support Role Based Access Control (RBAK) with maker checker facility for content updatio	What role-based access control mechanisms are expected for CMS users--any integration with AD/LDAP expected? if yes, Roles will be maintained within AS/ LDAP or otherwise.	<p>Bidder has to comply with RFP terms and Conditions.</p> <p>Kindly note that as per Scope of work, Canara Bank corporate website &amp; CBIBU websites are to be hosted on Cloud (additional authentication if any required to be provided by the Bidder) and intranet is to be hosted on-premise (Authentication also will be with on-premise AD Setup only).</p>
186	6	Content Management System	vi	CMS solution should have ability to automatically generate and maintain a site map	Will the Bank provide existing content taxonomy and sitemap or should this be developed from scratch?	<p>Bidder has to comply with RFP terms and Conditions.</p> <p>The selected bidder to provide all the required infrastructure. Additional details, if required, will be shared with the selected bidder.</p>
187		Content Management System	--	General	Will the Bank allow use of open-source CMS platforms (e.g., Drupal/WordPress/Django etc.) if all security and compliance conditions are met or Current CMS needs to be used?	<p>Bidder has to comply to the following RFP terms.</p> <p>iv.All components used for Hosting, managing, securing, monitoring, updating content etc., of the websites should be supported by the respective OEMs and the Bidder should ensure that no end of support / end of life products / components are used.</p> <p>v.The Bidder should ensure back-to-back support for all the components used and there should not be any limit to the number of tickets raised for troubleshooting etc., during the entire contract period.</p>
188		Website Development	--	General	Should the solution follow a Microservices architecture or is a Monolithic design acceptable?	<p>Bidder has to comply with RFP terms and Conditions.</p> <p>There is no restriction on upgradation / Change of platform / usage of latest technology.</p>



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
189	2	Scope of Work	v	The vendor has to implement enhancements such as Artificial Intelligence / Natural Language search etc., before migration.	What are the use cases for AI & NLP ?	Bidder has to comply with RFP terms and Conditions.  The Gen AI usecases are already defined in the Scope of Work. However, the usecases are for the initial deployment only and Bank will consider leveraging more / all of the Gen AI capabilities during the course of the contract period and the bidder should support the same without any additional cost to the Bank.
190	3	Scope of Work	v	Other than Hindi & English, the website should have the functionality of displaying content in majority of the other Indian Languages using advanced Artificial Intelligence (AI) capabilities	On the fly linguistic conversion is not suggested for website loading & performance reasons and hence should be done before hand and loaded into CMS. What are main Indian Languages to be Supported ?	Bidder has to comply with RFP terms and Conditions.  There is no restriction on upgradation / Change of platform / usage of latest technology.
191	3	Scope of Work	x	Website should support RAG (Retrieval-Augmented Generation) feature to ensure up-to-date content in the website for key parameters defined by the Bank.	What is the source that will be fed into Knowledge base for RAG ?	Bidder has to comply with RFP terms and Conditions.  Additional details, if required, will be shared with the selected bidder.
192					- Are there scanned documents that need to be OCRed ?	Yes.
193					- What is the sizing of number of documents & average token per document that needs to be considered for RAG ?	Bidder has to comply with RFP terms and Conditions.  Additional details, if required, will be shared with the selected bidder.
194	15	Intranet	xi	The site should support integration with Advanced Artificial Intelligence Tools in the future for various enhancements, if Bank desires, and the Bidder should support the same	Can the bank list some example tools & their use cases ?	Bidder has to comply with RFP terms and Conditions.
195	4	Scope of Work		The site should be https enabled and the bidder will be responsible for providing / renewing the required SSL certificate/s for the website. Timely renewal of the certificate is to be ensured.	Domain and SSL certificate purchased from which provider.	Bidder has to comply with RFP terms and Conditions.  There is no restriction on choice of SSL Certificate provider provided to compliance of RFP terms and conditions.
196		Website Design / Enhancements for www.canarabank.com website:			Currently what is the period of renewal.	Bidder has to comply with RFP terms and Conditions.  Additional details, if required, will be shared with the selected bidder.
197					Is it a wildcard certificate	No
198	4	Scope of Work		The Bank, at its discretion, can conduct a migration audit to ensure all data has been successfully migrated to the new host. The vendor will be required to provide requisite support.	Audit will be done by Bank or third party agency, Bidder will be responsible to address audit findings.	Bidder has to comply with RFP terms and Conditions.  All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.



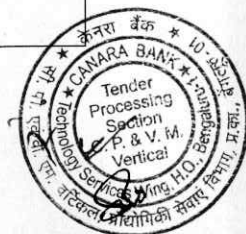
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
199	3	SEO	vii	The website design and structure should be SEO friendly and optimizable to increase SEO ranking. The vendor should maintain SEO and accessibility scores of the website at 80 - 100 throughout the contract period. Industry best practices for achieving high website SEO score such as Keyword Research and Content Optimization, On-Page Optimization, Backlink Building, XML Sitemap, Mobile Optimization, Broken link fixing, Schema Markup, etc., will be the responsibility of the Bidder. The Bidder should monitor the website SEO Score using industry best tools and share daily report to the Bank on various parameters and scoring.	The bidder will be using the best practices at the time of development/ maintenance. SEO consultancy will be provided by third-party agency of bank?	Bidder has to comply with RFP terms and Conditions. Bank may use any/more than one of the leading tools to verify the same.
200	4	Scope of Work - Canara Bank IFSC Banking Unit (CBIBU) website			This existing website or proposed new website. If, this is existing one, what is the server configuration and tech stack. In case of new, what is preferred tech stack?	Presently there is no separate website for CBIBU
201	2	Bid document - ePBG Details		ePBG Detail/ईपीबीजी ईपीबीजी ववरण ववरण Advisory Bank/एडवाइजर बक HDFC Bank ePBG Percentage(%) /ईपीबीजी ि तयात (%) 5.00	Request to kindly consider reducing the ePBG percentage from 5% to 3% in order to ease the financial burden on the bidder while maintaining compliance and commitment to performance	Bidder has to comply with RFP terms and Conditions.
202	2	Bid document - ePBG Details		Duration of ePBG required (Months)/ईपीबीजी क अप त अविध (महने). 62	Request to allow an annual renewal mechanism for the ePBG, i.e., a 12-month validity renewed each year for the required duration, instead of a fixed 62-month term, to allow better financial and risk management	Bidder has to comply with RFP terms and Conditions.
203	1	Annexure-9 Technical Evaluation Criteria		The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Along with 1 (Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations), can we give reference od 3 Private Organizations (Non Banks).	Bidder has to comply with RFP terms and Conditions.
204		General Enquiry			Please confirm if a wholly owned subsidiary can participate in execution, while the bid is submitted by the parent entity. We request that credentials and experience of both be considered collectively.	Bidder to comply with RFP/GeM bid terms and Conditions vide Pre-Qualification Criteria point no: 5
205	75	5.2 Scope of Work:	The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should by minimum of 15 minutes,	The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should by minimum of 15 minutes,	Request you to modify this clause to --  The Bidder will be responsible for providing investor relations services to display real-time stock share prices (BSE/NSE) of Canara Bank on the website. The frequency of updates should be a minimum of every 15 minutes. All required API calls must be handled by cloud- services, and detailed monitoring must be implemented with data storage and retrieval managed by a highly available and scalable cloud native database service to ensure data persistence and quick access.  This ensures that the bidder uses appropriate cloud services and robust data management practices. This ultimately leads to a more reliable and efficient solution for displaying real-time stock share prices.	Bidder has to comply with RFP terms and Conditions.  As per scope of work end to end security of the website including API/cloud security is responsibility of the Bidder.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
206	79	5.2 Scope of Work: Security and Compliance point 1	The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.	The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.	Request you to modify this clause --The vendor will be responsible for end-to-end information security of the websites by creating banks landing zone including but not limited to Cloud security such as configuring and maintaining cloud native network firewall with IPS functionalities , DOS/DDOS protection, cloud native WAF, IDS, SOC, intelligent threat detection service, cloud security posture management , Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security , SSL Certificate etc. as well as vendor should be able to provide with resource inventory, configuration history, and configuration change notifications for security and governance.  This aligns with industry best practices by incorporating advanced security tools and practices ( eg bank landing zone) , and intelligent threat detection. It ensures the vendor adheres to a higher standard of security management, which is crucial for protecting sensitive information.	Bidder has to comply with RFP terms and Conditions.  However, if Bank decides to implement its own landing Zone during the contract period, Bidder should support to integrate / Migrate to the same without additional cost to the Bank.
207	79	5.2 Scope of Work: Security and Compliance point 1	ii.All the cloud infrastructure used for hosting and managing Bank's websites should have strong tenant isolation with Auto-scale capabilities.	ii.All the cloud infrastructure used for hosting and managing Bank's websites should have strong tenant isolation with Auto-scale capabilities.	All the cloud infrastructure used for hosting and managing Bank's website should have strong tenant isolation with Auto-scale capabilities. The infrastructure should leverage serverless compute capabilities that automatically scales with request volume, and orchestration capabilities for built-in scaling capabilities.  This will ensure effective user experience and reduce application down time.	Bidder has to comply with RFP terms and Conditions.
208	79	5.2 Scope of Work: Security and Compliance point 1	Additional Clause	Additional Clause	CSP should deploy Banks landing zone with below cloud native security services for proper workload monitoring and achieving required regulatory compliance---- -ML based Threat Detection service -Cloud Native Vulnerability Assessment Service -Service to manage the firewall rules centrally for all customer accounts -Centrally manage the lifecycle of secrets - assess, audit, and evaluate the configurations of your resources  This will ensure compliance to industry best practices from security and compliance perspective.	Bidder has to comply with RFP terms and Conditions.
209	84	Hosting and Maintenance xxv	xxv.Use of CDN is mandatory, CDN with more POP (Point of Presence) should be used for best performance.	xxv.Use of CDN is mandatory, CDN with more POP (Point of Presence) should be used for best performance.	Request you to modify this clause to -- The proposed Cloud should have its own CSP Managed CDN service to reduce application access latency, and should have minimum 20 or more locations from which they are able to offer cloud native CDN services.  This will ensure best performance and optimum user experience to end customers of the bank who are geographically distributed across the country.	Bidder to refer Corrigendum-2
210	79	Security and Compliance	Additional Clause	Additional Clause	From Critical Security Related Requirement, it is recommended that the proposed CSP should be able to provide FIPS 140-2 Level 3 complied dedicated single tenant Cloud HSM service.  This will ensure compliance to industry best practices from security and compliance perspective.	Bidder has to comply with RFP terms and Conditions.



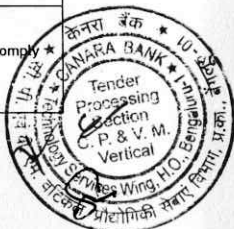
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
211	79	Security and Compliance	Additional Clause	Additional Clause	It is recommended that the proposed CSP should be recognized in the Leaders Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure & Platform as a Service.	Bidder has to comply with RFP terms and Conditions.
212	80	Security and Compliance	Additional Recommendation	<p>xix.The cloud service provider (CSP) should be STQC audited and MeITy empaneled and offer all services from India only as per guidelines of MeITy and shall at least have the following certifications:</p> <ul style="list-style-type: none"> <li>•ISO 9001</li> <li>•ISO/IEC 27001</li> <li>•ISO/IEC 27017</li> <li>•ISO/IEC 27018</li> <li>•ISO/IEC 27701</li> <li>•PCI DSS Level 1</li> <li>•TIA 942/ Uptime Institute Certification</li> </ul> <p>•CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2, SOC 3</p>	<p>It is recommended that below certifications may also be further added to the CSP requirement:</p> <ul style="list-style-type: none"> <li>&gt; ISO 22301: 2019 (Business Continuity Management)</li> <li>&gt; ISO/IEC 42001 (AI Management System)</li> </ul> <p>This will ensure adequate compliance to Business Continuity and AI Managed System best practices on the cloud environment utilised for hosting the application.</p>	Bidder has to comply with RFP terms and Conditions.
213	84	Hosting and Maintenance	Hosting and Maintenance	<p>xx.DR setup of the websites should be equivalent to that of DC setup in all parameters including security and compliance and the Bidder should ensure readiness to switch to DR anytime in case of any issue in DC site.</p> <p>xxi.The DC and DR Data sites shall be physically located in India and should be at least 250 KM apart from each other.</p>	<p>We understand that the solution needs to be deployed in a three site architecture with DC, Near DR (significant distance away from DC) (for Active-Active) and a far DR for data backup. We assume that 250Km distance refers to the distance between DC and Far DR site to be setup for data backup.</p> <p>Please confirm</p>	Bidder has to comply to RFP terms regarding DC & DR infrastructure.
214	80	Security and Compliance	Additional Clause	Additional Clause	<p>CSP GenAI service should offer data residency, and the data should always remain within the India data centres and services should not use the customer data to improve the base models and is not shared with any model providers.</p>	<p>Bidder has to comply with RFP terms and Conditions.</p> <p>Selected Bidder should comply to all regulatory guidelines with respect to data residency.</p>
215	17	Uptime	Uptime	<p>6.3The selected bidder should consider high-availability (active-active) at DC &amp; DR with maximum RPO of 15 minutes and maximum RTO of 60 minutes (the RPO &amp; RTO may be changed during the course of the contract and the vendor has to adhere to the revised RPO &amp; RTO).</p>	<p>It is proposed to modify the clause as below:</p> <p>The selected bidder should consider high-availability (active-active) at DC &amp; DR with near zero RPO of 15 minutes and maximum RTO of 10 minutes (the RPO &amp; RTO may be changed during the course of the contract and the vendor has to adhere to the revised RPO &amp; RTO). We assume that Active-Active is across two geographically distinct DC locations that are not together affected by a single natural / man-made disasters.</p> <p>Please confirm</p>	Bidder has to comply with RFP terms and Conditions.
216	17	Uptime	Additional Clause	Additional Clause	<p>Proposed CSP for hosting of application should be offering cloud services from a minimum of three MeITy Empaneled Data Centres in at least one Region within India and provide the ability to operate production applications and databases that are more highly available, fault tolerant, and scalable than would be possible from a single data center. Data Centre in each region should be physically separated by a meaningful distance to protect from issues such as power outages, lightning strikes, and earthquakes affecting data centres and enable synchronous replication of traffic between these data centres.</p>	Bidder has to comply with RFP terms and Conditions.



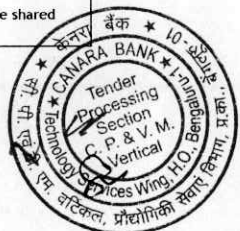
SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
217	17	Uptime	Additional Clause	Additional Clause	It is recommended that proposed cloud service provider shall have published on its public facing website the following: - •Service Level Agreements (SLAs) for cloud services like compute, storage, managed databases etc. •Dashboard live-status of cloud services health in India •Cloud Services outage details (if any) with Root Cause Analysis  This will help ensure effective SLA and uptime monitoring	Bidder has to comply with RFP terms and Conditions.
218	97	Annexure 15	Manufacturer Authorisation Form	Manufacturer Authorisation Form	The format provided is relevant from a hardware OEM perspective. CSPs may be allowed to submit the same in their standard format. Sample format attached.  Please confirm.	Bidder to submit MAF as per the format provided in RFP
219	NA	Cost Optimisation	Additional Clause	Additional Clause	CSP should have cloud native Resource Optimization Recommendations tool to optimize the cost.  This will provide visibility and ensure effective resource and cost optimization for the deployed application.	Bidder has to comply with RFP terms and Conditions.
220	NA	Existing Setup	Additional Clause	Additional Clause	Can the bank provide additional details of the existing setup	The same will be shared with the selected Bidder.
221	64	Annexure 2 Pre qualification Criteria	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)		Kindly requesting for change in evaluation criteria to Bidder/OEM	Bidder has to comply with RFP terms and Conditions.
222	65	Annexure 2 Pre qualification Criteria	The bidder should have at least CMMI (Capability Maturity Model Integration) level 3 certification		Kindly requesting for change in evaluation criteria to ISO 27001 Certification	Bidder has to comply with RFP terms and Conditions.
223	General				Kindly allow consortium/ subcontracting for the project since expertise of two different domains would be required	Bidder has to comply with RFP terms and Conditions.
224	89	Technical Evaluation Criteria	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)		Kindly requesting change to Bidder/OEM	Bidder has to comply with RFP terms and Conditions.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
225	90		The Bidder should have experience in Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India as following: 1. Hosting, Maintaining Public DNS/Domain/DNSSEC - 3 Years 2. GenAI based search/ Translation integration in public website - 2 websites. 3. Search Engine Optimisation (SEO) services for websites - 3 Years		Kindly requesting to change the eligibility criteria to Bidder/OEM	Bidder has to comply with RFP terms and Conditions.
226	16	Payment terms	Hosting and Maintenance of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud & search etc., on cloud (including Content Update).	Payment will be Quarterly in arrears as per Sl. No. 1 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Kindly requesting to change the payment terms to quarterly in advance	Bidder has to comply with RFP terms and Conditions.
227	16	Payment terms	Hosting and Maintenance of new website for Canara Bank IFSC Banking Unit (CBIBU) Website on cloud (including Content Update).	Payment will be Quarterly in arrears as per Sl. No. 2 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Kindly requesting to change the payment terms to quarterly in advance	Bidder has to comply with RFP terms and Conditions.
228	3 out of 17	Scope of Work	Scope of Work	5.2	Regarding real-time BSE/NSE stock feed (15-minute refresh): will the Bank provide an existing market-data API licence, or should the bidder budget for one?	Bidder has to comply to the RFP terms. Bank will not provide any API / Data Source.
229	12 out of 17	Scope of Work	Scope of Work	5.2	Please confirm the RPO / RTO values (not explicitly stated) for DC-DR fail-over.	The selected bidder should consider high-availability (active-active) at DC & DR with maximum RPO of 15 minutes and maximum RTO of 60 minutes (the RPO & RTO may be changed during the course of the contract and the vendor has to adhere to the revised RPO & RTO).
230	8 out of 17	Scope of Work	Scope of Work	5.2	Can you share the desired SLA for incident response (e.g., severity-1 within 15 min, resolve within 2 h) so that we align SOC staffing?	Bidder to comply with RFP terms and Conditions. The selected bidder to provide all the required infrastructure including APIs.
231	6 out of 17	Scope of Work	Scope of Work	5.2	Does the Bank have a preferred licensed CMS platform (e.g., Adobe AEM, Sitecore, Drupal Enterprise) or is an open-source stack acceptable if it meets all security controls?	Bidder to comply with RFP terms and Conditions.
232	6 out of 17	Scope of Work	Scope of Work	5.2	For Role Based Access Control (RBAC), should the CMS integrate with the Bank's Active Directory or use an internal role matrix?	Bidder to comply with RFP terms and Conditions. Additional details, if required, will be shared with the selected bidder.
233	12 out of 17	Scope of Work	Scope of Work	5.2	How many quarterly DR drills need a full live switch-over vs. a tabletop exercise?	Bidder to comply with RFP terms and Conditions.
234	5 out of 17	Scope of Work	Scope of Work	5.2	For the corporate site, the RFP asks for "unlimited content updation including design changes without extra cost." Please confirm whether "design changes" include complete theme revamps or only incremental page-level tweaks	Bidder to comply with RFP terms and Conditions.
235	7 out of 17	Scope of Work	Scope of Work	5.2	The corporate site must handle 10 000 concurrent users with < 1 s response and 25 % YoY growth; please confirm the peak concurrency test window (e.g., quarter-end, product launches) so we can size Auto-Scaling groups accurately.	clause is self explanatory bidder has to comply with RFP terms and conditions.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
236	3 out of 17	Scope of Work	Scope of Work	5.2	Should the AI/ML chatbot refer to internal documentation to answer queries (RAG implementation)?	Bidder to comply with RFP terms and Conditions.
237	General			MAF Format	Please sample MAF format which CSP'S provides for public sector bank's RFP is shared , requesting the bank to change the format as the current format mentioned in the rfp is applicable for hardware OEM's	Bidder to comply with RFP/GeM bid terms and Conditions
238	74	5.2 Scope of Work	Multilingual AI	"displaying content in majority of the other Indian languages using AI"	Kindly specify the exact list of Indian languages expected on Day-1 and any glossary / translation memory the Bank will provide, or should the bidder build these assets from scratch?	Bidder has to comply to the RFP terms. The selected bidder to provide all the required infrastructure.
239	75	5.2 Scope of Work	AI / NLP Search	Requirement for "text and voice based search... RAG (Retrieval-Augmented Generation) feature"	1) Which knowledge sources / APIs will the Bank expose for RAG grounding? 2) Is the vendor expected to provision speech-to-text licences, or will the Bank supply a preferred engine?	Bidder has to comply to the RFP terms. The selected bidder to provide all the required infrastructure.
240	80	5.2 Scope of Work	Accessibility	"conform to ... WCAG 2.1 AA, IS 17802, GIGW, STQC cert."	a) How many audit cycles (initial + recertification) should we budget over five years? b) Will audit fees be reimbursed by the Bank or included in the commercial bid?	Bidder has to comply to the RFP terms.
241	75 & 77	Section C - Deliverables & SLAs	SEO / Accessibility score	"maintain SEO and accessibility scores of 80-100 throughout the contract period"	Which industry tool (e.g., Google Lighthouse, WAVE, axe-core) will the Bank recognise as the authoritative scoring engine for these thresholds?	Bidder has to comply to the RFP terms. Bank may use any/more than one of the leading tools to verify the same.
242	14	Section C - Deliverables & SLAs	Sample layouts	"Bidder should prepare at least 5 sample layouts each for CBIBU & Intranet" within timeline	Are these sample layouts required with the bid submission or only post-award during the 10-week design phase?	Post Award
243	80	Annexure-9 Technical Eval.	Heuristic compliance	"Website design should be compliant to Nielsen & Molich's 10 UI guidelines"	Does the Bank expect a formal heuristic-evaluation report to be delivered at each major release? If yes, please state frequency and report format.	Bidder has to comply to the RFP terms. All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.
244	74,76 & 85	5.2 Scope of Work	Unlimited content updates	"Bidder to provide unlimited content updation including changes in design / addition of pages ... at no extra cost"	Kindly clarify if major visual-identity overhauls (e.g., re-branding of entire UI kit) are also covered under "unlimited" or will be treated as change-order at mutually agreed rates.	Bidder has to comply to the RFP terms. As per the Scope of Work, other than major/full revamp of the website, the bidder should carry out all the other changes as intimated by the Bank without any additional cost to the Bank.
245	81	Section C - Deliverables & SLAs	Design-system IP	"Bank will be the absolute owner of the websites and source code ... may enter into Escrow"	Please confirm whether UX design-system assets (Figma libraries, icon sets, token files) are also to be deposited in escrow and treated as Bank-owned IP.	The same will be shared with the selected Bidder.
246	79	5.2 Scope of Work	Monitoring dashboard	"Provide real-time Cloud dashboard customised per Bank requirement"	How many named Bank users / roles require dashboard access, and are there any internal brand-guideline constraints for the dashboard UI?	The same will be shared with the selected Bidder.
247	74	5.2 Scope of Work	User research	"website should be developed based on a defined information architecture & best practices for UI/UX"	Will the Bank facilitate onsite stakeholder interviews / branch visits for IA workshops, and are any security clearances needed for vendor researchers?	Bidder has to comply to the RFP terms.
248	NA	General	Tech Queries		Which external systems must be integrated at launch (e.g., stock exchange feeds, feedback forms, chatbot engine)?	The same will be shared with the selected Bidder.
249	NA	General	Tech Queries		What is the current platform/technology stack of the existing website?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
250	NA	General	Tech Queries		Are there legacy systems or content repositories that must be integrated or preserved?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
251	NA	General	Tech Queries		Are there any legacy APIs that must be reused, or should everything be built from scratch?	Bidder has to comply to the RFP terms. The selected bidder to provide all the required infrastructure.
252	NA	General	Tech Queries		Will the Bank provide test environments or access for integration purposes?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
253	NA	General	Tech Queries		What is the expected backup frequency, retention policy, and disaster recovery RTO/RPO?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
254	NA	General	Tech Queries		Does the Bank have a preference for CMS technology (e.g., Drupal, SharePoint, WordPress)? Open Source / Enterprise solution?	Bidder has to comply to RFP terms.
255	NA	General	Tech Queries		What is the current content publishing workflow, and how do you expect maker-checker roles to function?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
256	NA	General	Tech Queries		How will VAPT and code audits be handled—by the vendor, a Bank-approved third party, or internally by Bank's SOC?	Bidder has to comply to the RFP terms. All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted. TAT will vary based on the Severity of the observation. The same will be shared with the selected Bidder.
257	NA	General	Tech Queries		What is the expected content volume (pages, files, media) for the corporate and CBIBU websites?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
258	NA	General	Tech Queries		Are specific encryption standards (AES-256) mandated for storage, transmission, or API payloads?	Bidder has to comply to RFP terms. As per Scope of Work, bidder to comply with Bank's/Regulatory guidelines regarding storage, transmission or API payloads throughout the contract period.
259	NA	General	Tech Queries		Is there an SSO mechanism or identity provider (SAML/OAuth) required for admin or intranet login?	Bidder has to comply to the RFP terms. Kindly note that as per Scope of work, Canara Bank corporate website & CBIBU websites are to be hosted on Cloud (additional authentication if any required to be provided by the Bidder) and intranet is to be hosted on-premise (Authentication also will be with on-premise AD Setup only).
260	NA	General	Tech Queries		Do you require the vendor to expose APIs to third parties (regulators/media) for content feeds?	Bidder has to comply to the RFP terms. The selected bidder to provide all the required infrastructure including APIs.
261	NA	General	Tech Queries		What is the minimum version of mobile OS(Android/iOS) should be supported by CBIBU website? What is the benchmark device?	Bidder has to comply to RFP terms.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
262	11	Section B	5.2	The detailed implementation plan will be discussed and agreed by the Bank with the selected Bidder, covering the scope of work and key deliverables as defined in this RFP. However, the selected Bidder has to comply with the timelines explained elsewhere in this document.	We understand that any changes to the agreed scope of work that result in additional effort or cost shall be subject to mutual agreement, and any additional costs arising from such changes shall be borne by the Bank. Pls. confirm.	Bidder has to comply to RFP terms.
263	23	Section C	9.2	The vendor has to provide comprehensive Onsite Support and maintenance of proposed Solution for Five (5) years from the date of go live.	The term of the contract as per clause 5 of Section B states 5 Years. However, the warranty for the Onsite support and maintenance mentioned here represents 5 Years from the Go-Live date. We understand, that the Go-live date is after the implementation phase, i.e., 42 weeks from the effective date. Pls. confirm, whether the Onsite support and maintenance coterminus with the expiry of 5 years from the acceptance of the PO or it would be considered as 5 Years + 42 weeks for Implementation phase.	Bidder has to comply to RFP terms. 5 years contract period will start from the date of Sign-off
264	26	Section D	17.3	The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to the PURCHASER and/or auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER.	We understand that the Vendor's financial books and records, including Internal costs, are excluded from the records/ data. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
265	43	Section G	6	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.	We understand that the Vendor's financial books and records, including Internal costs, are excluded from the Inspection of records scope. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
266	51	Section G	23.1	The VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.	We understand that the Vendor's financial books and records, including Internal costs, are excluded from the books, records, information access. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
267	40	Section F	12.9	Reverse Transition mechanism would include services and tasks that are required to be performed/ rendered by the Vendor/Service Provider to the Bank or its designee to ensure smooth handover and transitioning of the Bank's deliverables.	We understand that any additional deliverables or services required during the Reverse Transition period, beyond those prescribed in the scope of work defined in this RFP, shall be mutually agreed upon in writing and shall be chargeable separately, subject to the Bank's approval. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions vide 14. Training and Holding 14.5
268	46, 47	Section G	13.7 and 14.5	Vendor/Service Provider will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.  During Reverse Transition Bank will not pay any additional cost to the Vendor/Service Provider for doing reverse transition.	We understand that any additional deliverables or services required during the Reverse Transition period, beyond those prescribed in the scope of work defined in this RFP, shall be mutually agreed upon in writing and shall be chargeable separately, subject to the Bank's approval. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions



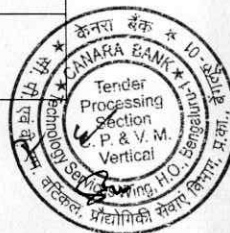
SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
269	122	Appendix F	24	Termination	We understand that in the event of Termination, the Bank shall pay all costs and expenses incurred in connection with the services delivered up to the effective date of termination, including but not limited to any unrecovered investments, third-party commitments, demobilization costs, and other expenses directly attributable to the premature cessation of services. Such costs shall be mutually reviewed and agreed upon during the contracting phase. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
270	5	Bid Document	1	The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration	We understand that any such increase or decrease shall be subject to mutual agreement, and the revised terms, along with corresponding adjustments in charges, shall be managed through the established change control process. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
271	21	Section C	7.5	If the selected bidder does not meet the specifications/terms of the RFP during various tests/stages, the selected bidder shall rectify the same at bidders cost to comply with the specifications/terms of the RFP immediately to ensure the committed uptime/terms, failing which the Bank reserves its right to withhold the payment, impose penalty and invoke the Bank Guarantee/ nullify the contract.	We understand and appreciate the Bank's perspective of imposing penalties to ensure adherence to the RFP requirements. We respectfully propose that any withholding of payment be limited to an amount not exceeding two months of charges under the contract.	Bidder to comply with RFP/GeM bid terms and Conditions
272	43	Section G	8.1	VENDOR/ SERVICE PROVIDER shall not assign to any one, in whole or in part, it's obligations to perform under the Contract, except with the BANK's prior written consent.	We would like to propose following deviation: VENDOR/ SERVICE PROVIDER shall not assign to any one, in whole or in part, it's obligations to perform under the Contract, except with the BANK's prior written consent. However, Vendor/ Service Provider may assign rights to receive payments and shall remain responsible to perform its obligations. Assignment by the Vendor/ Service Provider in conjunction with the sale of a portion of Vendor/ Service Provider's business that includes a Service is not restricted. Vendor/ Service Provider may share this Agreement and related documents in conjunction with any assignment.	Bidder to comply with RFP/GeM bid terms and Conditions
273	117	Appendix-F	8	The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.	Considering the complexities around the comparable services, Bidder seeks deletion of the clause. Please confirm	Bidder to comply with RFP/GeM bid terms and Conditions
274	22	Section C	7.1	The overall penalty for the above shall be restricted to 10% of the total contract value. However, this is not applicable to penalty imposed by third parties.	The bidder request to include the overall Penalty, including the Liquidated damages, shall be capped to 5% of the monthly charges. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
275	22	Section C	7.11	If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	We understand the Bank's need to safeguard service continuity, we request the removal or modification of this clause to ensure that any such action is subject to prior notice, mutual discussion, and limited to material breaches that are not cured within a reasonable period. This will help avoid unintended financial exposure and promote collaborative resolution.	Bidder to comply with RFP/GeM bid terms and Conditions
276	39	Section F	12.2	The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT 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 conditions listed in 12.2.1 to 12.2.10	We understand the Bank's need to safeguard service continuity, we request the removal or modification of this clause to ensure that any such action is subject to prior notice, mutual discussion, and limited to material breaches that are not cured within a reasonable period. This will help avoid unintended financial exposure and promote collaborative resolution.	Bidder to comply with RFP/GeM bid terms and Conditions
277	40	Section F	12.5	After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	We understand the Bank's need to safeguard service continuity, we request the removal or modification of this clause to ensure that any such action is subject to prior notice, mutual discussion, and limited to material breaches that are not cured within a reasonable period. This will help avoid unintended financial exposure and promote collaborative resolution.	Bidder to comply with RFP/GeM bid terms and Conditions
278	43	Section G	7	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.	We understand the Bank's need to safeguard service continuity, we request the removal or modification of this clause to ensure that any such action is subject to prior notice, mutual discussion, and limited to material breaches that are not cured within a reasonable period. This will help avoid unintended financial exposure and promote collaborative resolution.	Bidder to comply with RFP/GeM bid terms and Conditions
279	16	Section C	5.1.1	Payment Stages: One time implementation cost for Design, Development and Deployment of Canara Bank Website, IFSC Banking Unit (CBIBU) & Intranet and Creation of unified dash board and migration of Domain / DNS of all Canara Bank Domains and Sub-Domains Domain / DNS management	Upon reviewing the current payment terms for the One time Implementation, we respectfully request a revision to introduce shorter, milestone-based billing intervals leading up to the Go-Live of CB Website and Intranet. Specifically, we propose that the payment milestones be restructured such that: - Each milestone aligns with monthly deliverables or progress checkpoints. - The cumulative value of these milestones covers at least 70% of the One time Implementation cost. - Detail percentages of each such milestones shall be discussed during the contracting phase. Also the last two milestones of the One time implementation shall be equally billed (15% each) at the end of each such milestone completion.	Bidder has to comply to RFP terms.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
280	39	Section F	12.1	The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 day's notice.	The bidder request to include that The Bank's right to terminate this CONTRACT at any time With and/ or without assigning any reasons, by giving a notice no earlier than 90 days and no later than 180.	Bidder to comply with RFP/GeM bid terms and Conditions
281	46, 47	13.7 and 14.5	Exit Management Plan Training and Handholding	Vendor /Service Provider will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.  During Reverse Transition Bank will not pay any additional cost to the Vendor /Service Provider for doing reverse transition.	We understand that any additional deliverables or services required during the Reverse Transition period, beyond those prescribed in the scope of work defined in this RFP, shall be mutually agreed upon in writing and shall be chargeable separately, subject to the Bank's approval. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
282	122	24	Order Cancellation/Termination of Contract	Termination	We understand that in the event of Termination, the Bank shall pay all costs and expenses incurred in connection with the services delivered up to the effective date of termination, including but not limited to any unrecovered investments, third-party commitments, demobilization costs, and other expenses directly attributable to the premature cessation of services. Such costs shall be mutually reviewed and agreed upon during the contracting phase. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
283	5	Bid Document	1	The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration	We understand that any such increase or decrease shall be subject to mutual agreement, and the revised terms, along with corresponding adjustments in charges, shall be managed through the established change control process. Pls. confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
284	16	5. 1. 2	Payment will be Quarterly in arrears as per Sl. No. 1 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Hosting and Maintenance of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud & search etc., on cloud (including Content Update).	The payment terms should be monthly in arrears for Public Cloud Billings	Bidder has to comply to RFP terms.
285	16	5. 1. 3	Payment will be Quarterly in arrears as per Sl. No. 2 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Hosting and Maintenance of new website for Canara Bank IFSC Banking Unit (CBIBU) Website on cloud (including Content Update).	The payment terms should be monthly in arrears for Public Cloud Billings	Bidder has to comply to RFP terms.
286	17	5. 1. 4	Payment will be Quarterly in arrears as per Sl. No. 3 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Hosting Maintenance of Canara Bank Intranet site (including Content Update)	The payment terms should be monthly in arrears for Public Cloud Billings	Bidder has to comply to RFP terms.
287	17	5. 1. 5	Payment will be Quarterly in arrears as per Table-C of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Domain / DNS management of all Canara Bank Domains and Sub-Domains	The payment terms should be monthly in arrears for Public Cloud Billings	Bidder has to comply to RFP terms.
288	17	5. 1. 6	Payment will be Quarterly in arrears as per Table-D of Annexure-16 after deducting applicable penalties and Liquidated damages (if Any).	Onsite Resources	Payment shall be monthly in arrears as per Table-D of Annexure-16 after deducting applicable penalties and Liquidated damages (if Any).	Bidder has to comply to RFP terms.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
289	11	Section B: Clause:5.2	Requirement Details	The term of contract will be for a period of Five (05) years. However, Bank reserves the right to have an periodic review from the date of acceptance of purchase order. If the services are found to be unsatisfactory Bank reserves the right to discontinue the Services.	Bidder requests to modify as follows: The term of contract will be for a period of Five (05) years. However, Bank reserves the right to have an periodic review from the date of acceptance of purchase order. If the services are found to be unsatisfactory Bank reserves the right to discontinue the Services with a prior notice of 90-180 days	Bidder to comply with RFP/GeM bid terms and Conditions
290	31	Section D: Clause 12	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 RFP, 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 RFP document. No offer can be modified or withdrawn by a bidder after submission of Bid/s.	Bidder requests that the all the deviations and the final proposal submitted by the Bidder shall form part of the contract and the commencement of services shall begin only after the contract with mutually acceptable terms are signed by the parties. Please confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
291	26	Section C: Clause 17	Right to Audit	17.3	Bidder proposes the following edits to the clause:  The VENDOR shall, whenever required by the PURCHASER, furnish relevant information pertaining to the services, except for financial records or cost related information to the PURCHASER and/or auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call, giving the VENDOR reasonable time to respond to such call, without any interruption in business hours and/or retain for any relevant material information/reports pertaining only to the services provided, including auditor review reports undertaken by the VENDOR and findings made on VENDOR in conjunction with the services provided to the PURCHASER.	Bidder to comply with RFP/GeM bid terms and Conditions
292	38	Section F: Clause 10	Execution of Agreement	10.1. Within 21 days from the date of acceptance of the Purchase Order /LOI or within 30 days from the date of issue of Purchase Order /LOI whichever is earlier, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per Appendix-G. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.	Bidder requests that the all the deviations and the final proposal submitted by the Bidder shall form part of the contract and the commencement of services shall begin only after the contract with mutually acceptable terms are signed by the parties. Please confirm.	Bidder to comply with RFP/GeM bid terms and Conditions



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
293	44	Intellectual property Rights	Section G: Clause 11	VENDOR/ SERVICE PROVIDER warrants that the inputs provided	<p>Bidder proposes the following edits to the clause:</p> <p>11.1.VENDOR/ SERVICE PROVIDER warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER shall ensure that the Solution supplied to the BANK shall not infringe the third party intellectual property rights, if any. VENDOR/ SERVICE PROVIDER shall ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as VENDOR/ SERVICE PROVIDER. Bank is responsible for obtaining all necessary rights and permissions to enable, and grants such rights and permissions to, Bidder to use, provide, store and otherwise process content, or access and use Bank's systems and other computing environments, in connection with the Services. Bank will make necessary disclosures and obtain consent required by law before Bank provides Bidder or authorizes any access to Bidder for content containing any individual's information, including personal or other regulated data in such content. Bank will not provide or allow access to content that could be subject to governmental regulation or</p>	Bidder to comply with RFP/GeM bid terms and Conditions
294	NA	General	Hyperscalar Reseller Attachment	Additional Terms for OEM resale.	<p>Bidder proposes to have additional terms to be added to ensure consistency and fit with the overall contracting approach of resale from OEM (Public Cloud Service Provider).</p> <p>-OEM Products are sold by the Bidder as-is, without warranties of any kind. OEMs may provide their own warranties to the Bank.</p> <p>-Bidder has no responsibility for claims based, in whole or part, on OEM products</p> <p>-The Terms with the OEM would include provisions around the cloud platform, including but not limited to, acceptable use terms, suspension rights, Banker's responsibility to procure necessary permissions, etc.</p>	Bidder has to comply to RFP terms.
295	44	Section G: Clause 11	Intellectual property Rights	Clause 11.3.	<p>Bidder proposes the following edits to the clause:</p> <p>11.3.The indemnification obligation stated in this clause shall apply only if a third-party asserts a claim against Bank that Services acquired under the Agreement infringes a patent or copyright by the Bidder, whereby the Bidder will defend Bank against that claim and pay amounts finally awarded by a court. in such instance of claim, the Bank shall provides the Bidder prompt written notice of such claims, grants the Bidder sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the Bidder to make any payment or bear any other substantive obligation without the prior written consent of theBidder. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.</p>	Bidder to comply with RFP/GeM bid terms and Conditions



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
296	44	Section G: Clause 12	Confidentiality	Entire clause	<p>Bidder proposes the entire clause be made mutual. The clause has single-sided obligations.</p> <p>Bidder requests that the clause has mutual obligations to protect either Parties' confidential information.</p> <p>Bidder proposes deletion of "trade secrets" from definition of Confidential Information. The nature of services does not entail receipt of any trade secrets from the Bank and hence request deletion.</p>	Bidder to comply with RFP/GeM bid terms and Conditions
297	44	Section G: Clause 12	Confidentiality	12.3 No Media release/public announcement or any other reference to the Contract/RFP or any program there under shall be made without the written consent of the BANK, by photographic, electronic or other means	<p>Bidder proposes the following edits:</p> <p>Promptly upon execution of the Agreement, Bank and Bidder will jointly prepare a public announcement of Bank's selection of Bidder as the provider of the Services. In addition, Bidder may cite Bank's name and general nature of the Services to Bidder's other customers, prospective customer, and its investors.</p>	Bidder to comply with RFP/GeM bid terms and Conditions
298	48	Section G: 19	Protection of Data	19	<p>Bidder proposes the following edits to be incorporated in clause 19 :</p> <p>The Parties acknowledge and agree that, to the best of their knowledge, Bidder will neither (i) process personal data on behalf of the Bank to provide the Services, nor (ii) act as a data processor (or its equivalent under the applicable privacy laws). Bank shall inform Bidder of any required changes to the foregoing, and if necessary, the parties shall negotiate and agree, acting reasonably and in good faith, a further agreement regulating the processing of personal data or any further agreement required in accordance with applicable privacy laws. Processing of personal data may require changes to the Services for the implementation of additional technical and organizational measures.</p>	Bidder to comply with RFP/GeM bid terms and Conditions
299	50	Section G: 21	Indemnity	21	<p>Bidder requests deletion of entire clause and replacement as hereunder:</p> <p>a. Bidder's entire liability for all claims related to the Agreement will not exceed the amount of any actual direct damages incurred by Bank up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the Services that is the subject of the claim, regardless of the basis of the claim. Bidder will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings. These limitations apply collectively to Bidder, its affiliates, contractors, and suppliers.</p> <p>b. The following amounts are not subject to the above cap: i) third party payments related to infringement claims described in the paragraph below; and ii) damages that cannot be limited under applicable law.</p> <p>c. If a third party asserts a claim against Bank that Services acquired under the Agreement infringes a patent or copyright, Bidder will defend Bank against that claim and pay amounts finally awarded by a court against Bank or included in a settlement approved by Bidder. To obtain Bidder's defense against and payment of infringement claims, Bank must</p>	Bidder to comply with RFP/GeM bid terms and Conditions
300	52	Section G: 23	General Conditions to Contract	23.12. The Vendor/Service Provider shall be liable for any loss	Bidder proposes deletion of 23.12 in entirety	Bidder to comply with RFP/GeM bid terms and Conditions



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
301	56	Section G: 33	General Conditions to Contract	33	<p>Bidder proposes deletion of clause in entirety and proposes inclusion of the below clause:</p> <p>Any dispute arising out of or in connection with this Agreement, including any question regarding its existence, validity or termination (each a "Dispute") shall be referred to the Delhi International Arbitration Centre and finally resolved by arbitration in accordance with the Delhi International Arbitration Centre (Arbitration Proceedings) Rules (the "DIAC Rules") for the time being in force, which rules are deemed to be incorporated by reference in this clause. The language of the arbitration shall be English. The seat of arbitration shall be New Delhi. The arbitral tribunal shall consist of three arbitrators appointed in accordance with the DIAC Rules. The arbitrators so appointed: (i) shall be fluent in English; (ii) shall be a licensed and independent legal practitioner or retired judicial member with over 20 years' experience in handling commercial disputes in the IT/ITeS sector.</p>	Bidder to comply with RFP/GeM bid terms and Conditions
302	56	Section G: 35	General Conditions to Contract	35	<p>Bidder proposes the following clause:</p> <p>The Parties acknowledge and agree that, to the best of their knowledge, Bidder will neither (i) process personal data on behalf of the Bank to provide the Services, nor (ii) act as a data processor (or its equivalent under the applicable privacy laws). Bank shall inform Bidder of any required changes to the foregoing, and if necessary, the parties shall negotiate and agree, acting reasonably and in good faith, a further agreement regulating the processing of personal data or any further agreement required in accordance with applicable privacy laws. Processing of personal data may require changes to the Services for the implementation of additional technical and organizational measures.</p>	Bidder to comply with RFP/GeM bid terms and Conditions
303	92	Annexure 10	NDA	NDA	<p>Bidder proposes theentire clause be made mutual. The clause has single-sided obligations. Bidder requests that the clause has mutual obligations to protect either Parties' confidential information.</p> <p>Bidder proposes deletion of "trade secrets" from definition of Confidential Information. The nature of services does not entail receipt of any trade secrets from the Bank and hence request deletion.</p>	Bidder to comply with RFP/GeM bid terms and Conditions
304	119	Appendix-G	DRAFT CONTRACT AGREEMENT	DRAFT CONTRACT AGREEMENT	Bidder requests that the all the deviations and the final proposal submitted by the Bidder shall form part of the contract and the commencement of services shall begin only after the contract with mutually acceptable terms are signed by the parties. Please confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
305	74	5 Scope of Work/Deliverables	5.1 Purpose/Objective Website Design / Enhancements for www.canarabank.com website:	i.Migrating, Hosting and Maintenance of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud	Please clarify meaning of Cloud? Is Canara bank open to both Public Cloud and Private Cloud?	Bidder has to comply to RFP terms. As per Scope of Work, website can be deployed in public cloud. However, the selected Bidder should coordinate with Bank's Network team for establishing secure connectivity for the on-site team for monitoring, Content updation etc.,



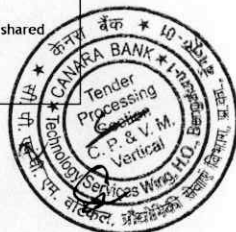
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
306	74	5 Scope of Work/Deliverables	5.1 Purpose/Objective Website Design / Enhancements for www.canarabank.com website:	ii.Designing, Hosting and Maintenance of new website for Canara Bank IFSC Banking Unit (CBIBU) Website on cloud	Please clarify meaning of Cloud? Is Canara bank open to both Public Cloud and Private Cloud?	Bidder has to comply to RFP terms.  As per Scope of Work, website can be deployed in public cloud. However, the selected Bidder should coordinate with Bank's Network team for establishing secure connectivity for the on-site team for monitoring, Content updation etc.,
307	74	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design / Enhancements for www.canarabank.com website:	The vendor has to implement enhancements such as Artificial Intelligence / Natural Language search etc., before migration.	Can this scope be performed after migration as website needs to undergo transformation as part of migration.	Bidder has to comply to RFP terms.
308	74	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design / Enhancements for www.canarabank.com website:	iv.The website should be implemented in bilingual format (English and Hindi) from day 1. The home page of the websites should provide option for switching to Hindi version of website with single click. The Hindi website should be developed using Unicode so that the visitor is not required to download any fonts to view the Hindi website.	Please provide details of current website. Is it developed using Unicode ? We see the website provides option for English or Hindi. Please let us know what level of translation used for the website design at present.	Bidder has to comply to the RFP terms.  As per the following Scope of Work, contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder for coordination.  Hindi & English content will be provided by the Bank. However, the Bidder should translate if required by the Bank.
309	74	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design / Enhancements for www.canarabank.com website:	iii.If Bank wishes to revamp the entire website at any point of time during the contract period, the vendor should carry out the activity at mutually agreed rate. However, The Bidder to provide unlimited content updation including changes in design / addition of new pages in the website etc., as per business requirement of the Bank without any additional cost to the Bank during the entire contract period.	Could you please help provide clarity on what design/addition/content updation viz a viz Bank website revamp. We request you to distinguish between content addition/deletion and Website design so that any website design changes are part of revamp.	Bidder has to comply to the RFP terms.  As per the Scope of Work, other tha major/full revamp of the website, the bidder should carry out all the other changes as intimated by the Bank without any additional cost to the Bank.
310	74	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design / Enhancements for www.canarabank.com website:	iii.If Bank wishes to revamp the entire website at any point of time during the contract period, the vendor should carry out the activity at mutually agreed rate. However, The Bidder to provide unlimited content updation including changes in design / addition of new pages in the website etc., as per business requirement of the Bank without any additional cost to the Bank during the entire contract period.	Could you provide more details on the specific enhancements required before migration, especially regarding Artificial Intelligence/Natural Language search capabilities?	The Gen AI usecases defined are for the initial period only and Bank will consider leveraging more / all of the Gen AL capabilities during the course of the contract period and the bidder should support the same without any additional cost to the Bank.
311	74	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design / Enhancements for www.canarabank.com website:	iii.If Bank wishes to revamp the entire website at any point of time during the contract period, the vendor should carry out the activity at mutually agreed rate. However, The Bidder to provide unlimited content updation including changes in design / addition of new pages in the website etc., as per business requirement of the Bank without any additional cost to the Bank during the entire contract period.	Are there any specific AI/ML algorithms or tools that the Bank prefers for implementing these enhancements?	Bidder has to comply to the RFP terms.
312	74	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design / Enhancements for www.canarabank.com website:	iv.The website should be implemented in bilingual format (English and Hindi) from day 1. The home page of the websites should provide option for switching to Hindi version of website with single click. The Hindi website should be developed using Unicode so that the visitor is not required to download any fonts to view the Hindi website.	Are there any specific Indian languages other than Hindi and English that the website should support?	Bidder has to comply to the RFP terms.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
313	75	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design / Enhancements for www.canarabank.com website:	ix. There should also be support for text and voice based search functionality for present, historic, and archived content and the search should be capable of analysing the search input and understand the user requirement using advanced AI/ML algorithms and return suitable reply based on the actual content of the website with utmost accuracy and should have the functionality to provide suggestions with options related to the search topic if exact information is not available. End users should be able to search using the language selected for website display for natural interaction.	Please provide more details on current and archive content in terms of # of files, size, structured/unstructured data.	Bidder has to comply to the RFP terms.  As per the following Scope of Work, contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder for coordination.
314	75	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design / Enhancements for www.canarabank.com website:	ix. The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should be minimum of 15 minutes.	Are there any specific APIs or data providers that the Bank prefers for this service?	Bidder has to comply to the RFP terms.
315	76	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design / Enhancements for www.canarabank.com website:	vii. Availability of links for Canara Bank portals and applications, related link sites, and various social media sites (Facebook, X, etc.) for easy and quicker references.	Please provide a list of links/interfaces being presented on Canara Bank website at present. Also, share architecture diagram as to how this links are integrated into Website. Do you use hard coded interfaces or APIs or third party software product to interact with this links?	Bidder has to comply to the RFP terms.  As per the following Scope of Work, contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder for coordination.
316	76	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design / Enhancements for www.canarabank.com website:	xiv. Various types of content should be delivered through the website. The indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/Video files etc. (In built players to enable previewing before download).	Could you clarify the requirements for delivering various types of content through the website, including the use of in-built players for multimedia files? Are there any specific formats or standards that need to be followed for different content types?	Bidder has to comply to RFP terms.  Additional details, if required, will be shared with the selected bidder.
317	76	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design for Canara Bank IFSC Banking Unit (CBIBU) website:	i. Evaluation of existing webpage for Canara Bank IFSC Banking Unit (CBIBU) and redesigning the website with suitable navigation, having compatibility with major web browsers such as Microsoft Edge/Safari/Chrome/Firefox etc.,	Please share the number of pages/sites/Architecture of current CBIBU website. It will help us determine assessment effort.	Bidder has to comply to RFP terms.  Additional details, if required, will be shared with the selected bidder.
318	76	5 Scope of Work/Deliverables	5.2 Scope of Work Website Design for Canara Bank IFSC Banking Unit (CBIBU) website:	i. Evaluation of existing webpage for Canara Bank IFSC Banking Unit (CBIBU) and redesigning the website with suitable navigation, having compatibility with major web browsers such as Microsoft Edge/Safari/Chrome/Firefox etc.,	Could you please explain usage (i.e. business need) of CBIBU website as compared to Corporate website? Who are the key stakeholders for the same.	Bidder has to comply to RFP terms.
319	78	5 Scope of Work/Deliverables	5.2 Scope of Work Content Management System (CMS)	iii. Access to CMS should be highly secured with Multi-Factor Authentication, Hardware token etc., as applicable. Role / Location / Time etc., based Access Control features should be available by default. Access from public internet should be restricted.	Can you provide more details on the Multi-Factor Authentication methods that should be supported? Are there any specific hardware tokens or authentication apps that need to be integrated?  How should the CMS handle access control based on Role, Location, and Time? Are there any specific scenarios or use cases that need to be considered?	Bidder has to comply to the RFP terms.  The selected bidder to provide all the required infrastructure.
320	78	5 Scope of Work/Deliverables	5.2 Scope of Work Content Management System (CMS)	i. The CMS should be able to handle omnichannel requirements where a content is to be published to a website, social media etc.	What types of content formats should the CMS support for omnichannel publishing? Are there any specific platforms or channels that need to be integrated?	Bidder has to comply to RFP terms.  Additional details, if required, will be shared with the selected bidder.
321	78	5 Scope of Work/Deliverables	5.2 Scope of Work Content Management System (CMS)	ii. CMS solution should have ability to automatically generate and maintain a site map.	Can you provide more details on the automatic generation and maintenance of the site map? How frequently should the site map be updated?	Bidder has to comply to RFP terms.  Additional details, if required, will be shared with the selected bidder.
322	79	5 Scope of Work/Deliverables	5.2 Scope of Work Security and Compliance	ii. All the cloud infrastructure used for hosting and managing Bank's websites should have strong tenant isolation with Auto-scale capabilities.	Can you provide more details on the tenant isolation requirements for the cloud infrastructure? Are there any specific technologies or methods that need to be used to ensure strong tenant isolation?  What are the expectations for the auto-scale capabilities of the cloud infrastructure? Are there any specific metrics or thresholds that need to be met for auto-scaling?	Bidder has to comply to RFP terms.



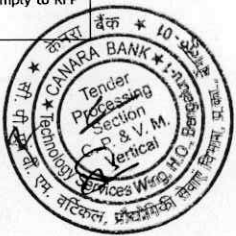
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
323	80	5 Scope of Work/Deliverables	5.2 Scope of Work Security and Compliance	ix.All the modules being developed for the websites should go through a mandatory QC and QA testing.	Who would be performing QC and QA testing. Should we be including Testing tools, Testers in our proposal. The pricing table doesn't mention any such requirements. Please clarify.	Bidder has to comply to the RFP terms.  All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.
324	81	5 Scope of Work/Deliverables	5.2 Scope of Work Security and Compliance	xxv.The vendor will be responsible for providing all the required APIs for integration with Bank's other systems such as call centre, SMS, e-Mail, net banking, mobile banking, marketing solutions etc., xxvi.The vendor will be responsible for security of all the APIs provided in the websites.	What are the expectations for the integration of the APIs with the Bank's other systems?  Are there any specific protocols or technologies that need to be used for this integration? Are these APIs going to be deployed on cloud or within Bank's on-premise datacenter.	Bidder has to comply to RFP terms.  As per Scope of Work, bidder to comply with Bank's/Regulatory guidelines regarding storage, transmission or API payloads throughout the contract period.  Additional details, if required, will be shared with the selected bidder.
325	82	5 Scope of Work/Deliverables	5.2 Scope of Work Security and Compliance	xxxii.The vendor/bidder shall have a Security Operations Center (SOC) setup for continuous monitoring, threat detection, incident response, and security event management for monitoring of Bank's websites hosted on the Cloud.	What are the specific requirements for the Security Operations Center (SOC) setup? Are there any particular tools or technologies that need to be integrated with the SOC for continuous monitoring and threat detection?	Bidder has to comply to RFP terms.
326	83	5 Scope of Work/Deliverables	5.2 Scope of Work Hosting and Maintenance	ii.Bidder has to host bank's website on a dedicated servers/VMs and cloud service offering shall support network and security with dedicated firewall and load balancer integration for auto-scale functions.	Please provide the details of any datacenter connectivity (Bank datacenter) requirements for the website. Can the website be deployed in Public Cloud or requires to be deployed in Private cloud environment only ?	Bidder has to comply to RFP terms.  As per Scope of Work, website can be deployed in public cloud. However, the selected Bidder should coordinate with Bank's Network team for establishing secure connectivity for the on-site team for monitoring, Content updation etc.,
327	83	5 Scope of Work/Deliverables	5.2 Scope of Work Hosting and Maintenance	i. The vendor/bidder shall ensure that only licensed software is used for the development, deployment, and maintenance of the application, including operating systems, third-party libraries, security tools etc.,	Could you please clarify on use of "Licensed software" specifically if we can use popular Opensource software or Enterprise supported opensource software where possible ?	Bidder has to comply to the following RFP terms.  iv.All components used for Hosting, managing, securing, monitoring, updating content etc., of the websites should be supported by the respective OEMs and the Bidder should ensure that no end of support / end of life products / components are used. v.The Bidder should ensure back-to-back support for all the components used and there should not be any limit to the number of tickets raised for troubleshooting etc., during the entire contract period.
328	84	5 Scope of Work/Deliverables	5.2 Scope of Work Hosting and Maintenance	xxv.Use of CDN is mandatory, CDN with more POP (Point of Presence) should be used for best performance.	Could you please provide context of how CDN is being used at present in Canara bank website.	Bidder has to comply to RFP terms.  Additional details, if required, will be shared with the selected bidder.
329	86	5 Scope of Work/Deliverables	5.2 Scope of Work Intranet	ii.The requisite hardware infrastructure for the same will be provided by the Bank. However, the Bidder should submit all the prerequisites required such as OS/Hardware/Database/Load balancer etc., required for hosting the site in Bank's premises. Tools / Software / CMS etc., required for development / maintenance / monitoring / APIs etc., of the site is to be provided by the Bidder.	Please clarify if the Hardware infrastructure provided will be Bare Metal or will it have Virtualization OS (VMWare) installed? Please clarify if we need to factor OS/Software/Tools license to be factored in our proposal ?	Bidder has to comply to RFP terms.  Additional details, if required, will be shared with the selected bidder.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
330	87	5 Scope of Work/Deliverables	5.2 Scope of Work Intranet	xviii. The bidder should support migration of the site to different hardware / Platform / Database / Bank's own private / public cloud infrastructure in the future if the Bank desires to do so.	We presume any such migration would be at a Cost. We need not factor such migration cost in current proposal.	Bidder has to comply to RFP terms.
331	87	5 Scope of Work/Deliverables	5.2 Scope of Work On-site Support	ii. Support personnel (One junior Content Designer and Website Developer from 8 am to 8 pm on all Bank working days and One Senior Content Designer and Website Developer on 24*7*365) should be placed at Canara Bank's Information Technology Wing, Head Office premises located at Bengaluru, Karnataka for the entire duration of 5 years of contract.	The coverage hours are more than 8 hours of work so number of resources defined are not appropriate. The number of resources should increase and accordingly payment table needs to be modified.	Bidder has to comply to RFP terms. The timelines mentioned is for the minimum number of resources required to be deployed at Bank's premises. The Bidder should provision resources appropriately to cover the Shift timings as mentioned.
332	100	Annexure 16	Table C	Cost for Domain / DNS management of all Canara Bank Domains and Sub-Domains	Could you please provide number of Bank Domains/Sub domains currently in use. Also, please share any future plans to host/create more domains over a period of 5 years.	Bank is presently having 45 Domains & 250 sub domain (approximately).
333	NA	General	General	General - on Bid submission timelines	Bidder requests that Bank to provide minimum 4 working weeks from the date of releasing the responses to Pre-bid queries for bid submission	Bidder to comply with RFP/GeM bid terms and Conditions
334	13	SECTION B - INTRODUCTION	Technical / Functional Requirements	The bidder shall comply with the Scope of work and adhere to the guidelines issued by RBI and other Regulatory bodies related to Websites Management	What are the RBI and other Regulatory bodies that we should be adhering to? Are there any published lists to refer to?	Bidder has to comply to RFP terms.
335	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Project Timelines	The vendor shall submit the acceptance of the Purchase Order within seven (7) days from the date of receipt of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall deem to have been accepted by the vendor.	Bidder requests that this should be mutually agreed once the contract is in-principle awarded	Bidder to comply with RFP/GeM bid terms and Conditions
336	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	The Detailed Implementation of the Project Schedule are as follows:	Migrating and Hosting of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud	Does the scope involve only the "A5-IS" migration OR this also includes some sort of enhancements, technology stack changes etc?	Bidder has to comply to RFP terms.
337	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	The Detailed Implementation of the Project Schedule are as follows:	Any deliverable that has not been implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract.	Bidder request this to modify as " Any deliverable that has not been implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract provided the delay is solely because of the Bidder only"	Bidder to comply with RFP/GeM bid terms and Conditions
338	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Integration & Interfaces	The selected bidder has to work with different application vendors in order to integrate the websites to the existing workload or new workloads during contract period	What are the applications that are to be integrated with the website? Request to please provide the list of applications.	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
339	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Integration & Interfaces	The selected bidder has to work with different application vendors in order to integrate the websites to the existing workload or new workloads during contract period	What are the applications that are to be integrated with the website? Request to please provide the list of applications.	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
340	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Integration & Interfaces	The selected bidder has to work with different teams of Bank & application OEMs/SIs to understand the policies requirement and configurations of respective applications for the offered solution	Need more clarity on "policies requirement and configurations of respective applications" -what is the significance of this?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
341	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Uptime	The selected bidder should consider high-availability (active-active) at DC & DR with maximum RPO of 15 minutes and maximum RTO of 60 minutes (the RPO & RTO may be changed during the course of the contract and the vendor has to adhere to the revised RPO & RTO).	This is applicable for the Intranet only? For the Public cloud based deployments, please provide clarity on the expected HA model.	Bidder has to comply to RFP terms. Uptime is for all websites including intranet.
342	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Warranty/Support : 9.4	All the hardware / subscriptions used for this project shall be under Comprehensive Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three years from the date of acceptance of the Solution.	Please clarify whether the Warranty to be covered for 5 years (as per 9.3) OR 3 years ?	Bidder to comply with RFP/GeM bid terms and Conditions



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
343	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Subcontracting	VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK	Bidder requests Banks to allow sub-contracting with a prior approval from Bank	Bidder to comply with RFP/GeM bid terms and Conditions *
344	34	SECTION E - SELECTION OF BIDDER	Bidders Presentation /Site Visits / Product Demonstration/POC : 4.2	The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank. Hence, Bidder is required to arrange the required software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.	Are there any PoC /Demo expected as part of this? If so, what would be the scope? Please provide more details.	Bidder has to comply to RFP terms.
345	34	SECTION E - SELECTION OF BIDDER	Bidders Presentation /Site Visits / Product Demonstration/POC : 4.5	Bidder has to complete the Proof of Concept (POC) of the proposed Solution/Services within the time limit which is defined by Bank.	Are there any PoC /Demo expected as part of this? If so, what would be the scope? Please provide more details.	Bidder has to comply to RFP terms.
346	35	SECTION G - GENERAL CONDITIONS	Human Resource Requirement : 4.1	The selected bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.	Please explain this in more details -as in to what extent the contingency to be provisioned, are there any guidelines to be followed here?	Will be shared with the selected Bidder.
347	36	SECTION G - GENERAL CONDITIONS	Inspection of Records	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard	Bidder requests that this clause to be removed	Bidder to comply with RFP/GeM bid terms and Conditions
348	37	SECTION G - GENERAL CONDITIONS	Adherence to Banks IS Security/Cyber Security Policies:	VENDOR/ SERVICE PROVIDER shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Cloud Policy, Artificial intelligence Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines	To what extent the compliance implies? Meaning - does this require to make necessary changes in the Applications / Infra to comply with any of the Policies stipulated from time to time? Does this change would be treated as CR ?	Bidder has to comply to RFP terms.
349	51	SECTION G - GENERAL CONDITIONS	Indemnity : 21.4.	VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.	What is the total value in terms of the % of the Total value of the bid? Is there any guidelines to this ?	Bidder to comply with RFP/GeM bid terms and Conditions
350	65	Annexure-2	Pre-Qualification Criteria	The bidder should have at least CMMI (Capability Maturity Model Integration) level 3 certification	Bidder requests that this be modified to include either CMM level 3 OR ISO Certification	Bidder has to comply to RFP terms.
351	65	Annexure-2	Pre-Qualification Criteria	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Bidder requests that to exclude multi-lingual and specific references from Banking Industry and to allow references from Global customers as well. Requests that this shall be revised as " Bidder/OEM should have experience in designing/revamping and maintained minimum 2 interactive websites from Global or in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)"	Bidder has to comply to RFP terms.
352	74	Annexure-8 : Scope of Work	PRESENT SET-UP :	The existing Canara Bank Intranet site is being maintained in-house and hosted on-premise at Bank's Data Centre & Disaster Recovery Centre. Brief technical details of the Intranet website are as given below:	Does the scope include supply of HW for hosting this Intranet?	Bidder to refer scope of work and comply to RFP terms.
353	74	Annexure-8 : Scope of Work	5. SCOPE OF WORK / DELIVERABLES	General	Does the scope include any kind of supply of HW ?	Bidder to refer scope of work and comply to RFP terms.
354	74	Annexure-8 : Scope of Work	5. SCOPE OF WORK / DELIVERABLES / 5.1 Purpose/Objective: i	Migrating, Hosting and Maintenance of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud	Does this include any kind of enhancements OR it is just "as-is" migration to Public Cloud?. If enhancements are required, please provide the details for the same.	Bidder to refer scope of work and comply to RFP terms.
355	75	Annexure-8 : Scope of Work	Website Design / Enhancements for www.canarabank.com website:	The navigation should be clutter free with good internal linking and visitors should be able to browse through the websites easily	Does this require changing of the existing links & navigation?	Bidder to refer scope of work and comply to RFP terms.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
356	76	Annexure-8 : Scope of Work	Website Design / Enhancements for www.canarabank.com website:	Test site is to be created for updating and testing the content first through CMS, before publishing/updating to production host	Does this imply to have a kind of pre-production system to test before it goes to live production site? What is the estimated capacity for this? Should this be designed as same capacity as that of production? Please provide guidelines on the set-up to be done for this testing	Bidder to refer scope of work and comply to RFP terms.
357	76	Annexure-8 : Scope of Work	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website: iv	Migration of all contents of the existing CBIBU website to the redesigned website.	How many pages (approximate) are there in the present website?	Presently there is no separate website for CBIBU
358	77	Annexure-8 : Scope of Work	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website:	Test site is to be created for updating and testing the content first through CMS, before publishing/updating to production host	Does this imply to have a kind of pre-production system to test before it goes to live production site? What is the estimated capacity for this? Should this be designed as same capacity as that of production? Please provide guidelines on the set-up to be done for this testing	Bidder has to comply to RFP terms.
359	76	Annexure-8 : Scope of Work	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website:	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website:	Understanding is that this website would also be hosted in Public Cloud? Please clarify	Bidder has to comply to the RFP terms. Kindly note that as per Scope of work, Canara Bank corporate website & CBIBU websites are to be hosted on Cloud and intranet is to be hosted on-premise.
360	78	Annexure-8 : Scope of Work	Content Management System (CMS) : i	The Content Management System (CMS) for the websites should have a simple user interface and should allow creation and management of various user groups with different levels of control settings.	Is Bank Okay if Bidder proposes Open Source based CMS ?	Bidder has to comply to the following RFP terms. iv.All components used for Hosting, managing, securing, monitoring, updating content etc., of the websites should be supported by the respective OEMs and the Bidder should ensure that no end of support / end of life products / components are used. v.The Bidder should ensure back-to-back support for all the components used and there should not be any limit to the number of tickets raised for troubleshooting etc., during the entire contract period.
361	80	Annexure-8 : Scope of Work	Security and Compliance : xix	The provider (CSP) should be STQC audited and MeITy empaneled and offer all services from India only as per guidelines of MeITy and shall at least have the following certifications: ISO 9001 / ISO/IEC 27001 / ISO/IEC 27017 / ISO/IEC 27018/ ISO/IEC 27701/PCI DSS Level 1/TIA 942/ Uptime Institute Certification. CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2, SOC 3	Do we have to submit these certificates as part of the bid submission? Please clarify	Yes
362	80	Annexure-8 : Scope of Work	Security and Compliance : xvii	The website may be subject to audit by various agencies. The vendor will be required to provide assistance and ensure compliance to observations, if any.	Request to please share the names of the agencies	Bidder has to comply to RFP terms.
363	82	Annexure-8 : Scope of Work	Security and Compliance : xxxiii	The vendor/bidder shall have a Security Operations Center (SOC) setup for continuous monitoring, threat detection, incident response, and security event management for monitoring of Bank's websites hosted on the Cloud.	Is Bank looking for dedicated SOC set-up exclusively for this? OR the requirement is to integrate these applications into the existing SOC? Please clarify with more details on the requirement / expectation	The selected bidder to provide all the required infrastructure. Additionally, if required the bidder should integrate with Bank's SOC tools also for additional monitoring.
364	82	Annexure-8 : Scope of Work	Hosting and Maintenance : iii	The websites (including DC /DRC & UAT environment) to be hosted in server /servers located in India (with an uptime of at least 99.99%).	Does all the 3 environments should have the same capacity?	Bidder has to comply to RFP terms.
365	83	Annexure-8 : Scope of Work	Hosting and Maintenance : ix	The vendor/bidder shall ensure that only licensed software is used for the development, deployment, and maintenance of the application, including operating systems, third-party libraries, security tools etc.,	Bidder requests Bank to allow using the Enterprise and Commercial Open Source solutions (like that os Red Hat)	Bidder has to comply to RFP terms.



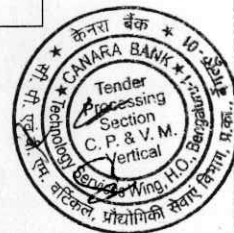
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
366	84	Annexure-8 : Scope of Work	Hosting and Maintenance : xxvi	For CBIBU website the throughput, Bandwidth and other resources are to be provisioned and scaled (including Auto-scaling) in such a manner that the website response time is less than 1 second and a concurrency of minimum 2500 users.	Is the CBIBU website to have a separate and dedicated set-up? OR both canara bank website and CBIBU can be deployed as 2 applications in a single set-up?	Bidder has to comply to the RFP terms. Sites should be hosted on separate dedicated servers.
367	85	Annexure-8 : Scope of Work	Intranet : i	Redesigning, Maintenance and Hosting of Bank's Intranet site in Bank's Data Centre and Disaster Recovery Centre (On-premise).	How many pages (approximate) are there in the present website?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
368	86	Annexure-8 : Scope of Work	Intranet : viii	Intranet portal should be designed in such a way so as to support interdepartmental and intra-departmental role-based workflow.	Are there any defined workflows to be developed? How many workflows (approximate) are to be developed ?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
369	87	Annexure-8 : Scope of Work	Intranet	Support personnel (One junior Content Designer and Website Developer from 8 am to 8 pm on all Bank working days and One Senior Content Designer and Website Developer on 24*7*365) should be placed at Canara Bank's Information Technology Wing, Head Office premises located at Bengaluru, Karnataka for the entire duration of 5 years of contract	Please clarify: Total 2 Junior resources (1-Content Designer and 1-Website Developer) from 8 AM to 8 PM on all working days. For the 24*7*365 days coverage, 2 senior resources (1-Content Designer and 1-Website Developer) to be present in all 3 shifts? Is the understanding correct?	Bidder has to comply to RFP terms. The timelines mentioned is for the minimum number of resources required to be deployed at Bank's premises. The Bidder should provision resources appropriately to cover the Shift timings as mentioned.
370	NA	Annexure-8 : Scope of Work	General	Use of Cloud Services	Can the Bidder use the cloud native services OR services provided by other vendors for all the Tools, Technology, SW requirements as required by the Intranet applications?	Bidder has to comply to RFP terms.
371	89	Annexure-9	Technical Evaluation Criteria : Sl No 1	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Bidder requests to modify as follows by removing the multi-lingual part and adding India OR Global reference: "The Bidder/OEM should have experience in designing/revamping and maintained minimum 2 interactive websites from Global/India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)"	Bidder has to comply to RFP terms.
372	89	Annexure-9	Technical Evaluation Criteria : Sl No 2	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Bidder requests to modify as follows by removing the multi-lingual part and adding India OR Global reference: "The Bidder/OEM should have experience in designing/revamping and maintained minimum 2 interactive websites from Global/India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)"	Bidder has to comply to RFP terms.
373	89	Annexure-9	Technical Evaluation Criteria : Sl No 5	The Bidder should have experience in Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India as following:  1. Hosting, Maintaining Public DNS/Domain/DNSSEC - 3 Years  2. GenAI based search/ Translation integration in public website - 2 websites.  3. Search Engine Optimisation (SEO) services for websites - 3 Years	Bidder requests to modify as follows by adding India OR Global reference: "The Bidder should have experience in India/Global as following:  1. Hosting, Maintaining Public DNS/Domain/DNSSEC - 3 Years  2. GenAI based search/ Translation integration in public website - 2 websites.  3. Search Engine Optimisation (SEO) services for websites - 3 Years"	Bidder has to comply to RFP terms.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
374	100	Annexure-16 : Bill of Materials	Table - D : Cost for Onsite Resources	No of Resources	This is not inline with the requirement as stated in Page # 87 , which is "Support personnel (One junior Content Designer and Website Developer from 8 am to 8 pm on all Bank working days and One Senior Content Designer and Website Developer on 24*7*365) should be placed at Canara Bank's Information Technology Wing, Head Office premises located at Bengaluru, Karnataka for the entire duration of 5 years of contract". Please clarify how many resources are to be factored for the day to day operations	Bidder has to comply to RFP terms.  The timelines mentioned is for the minimum number of resources required to be deployed at Bank's premises. The Bidder should provision resources appropriately to cover the Shift timings as mentioned.
375	103	Annexure-18	DUE DILIGENCE REPORT	DUE DILIGENCE REPORT	What is expected here? Do we have to submit all the reports/dcouments as a proof to each of the points mentioned here?	Bidder to comply with RFP/GeM bid terms and Conditions
376	75	5.2 Scope of Work:	The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should by minimum of 15 minutes,	The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should by minimum of 15 minutes,	Request you to modify this clause to --  The Bidder will be responsible for providing investor relations services to display real-time stock share prices (BSE/NSE) of Canara Bank on the website. The frequency of updates should be a minimum of every 15 minutes. All required API calls must be handled by cloud- services, and detailed monitoring must be implemented with data storage and retrieval managed by a highly available and scalable cloud native database service to ensure data persistence and quick access.  This ensures that the bidder uses appropriate cloud services and robust data management practices. This ultimately leads to a more reliable and efficient solution for displaying real-time stock share prices.	Bidder has to comply to RFP terms.  As per scope of work end to end security of the website including API/cloud security is responsibility of the Bidder.
377	79	5.2 Scope of Work: Security and Compliance point 1	The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.	The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.	Request you to modify this clause --The vendor will be responsible for end-to-end information security of the websites by creating banks landing zone including but not limited to Cloud security such as configuring and maintaining cloud native network firewall with IPS functionalities , DOS/DDOS protection, cloud native WAF, IDS, SOC, Intelligent threat detection service, cloud security posture management , Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security , SSL Certificate etc. as well as vendor should be able to provide with resource inventory, configuration history, and configuration change notifications for security and governance.  This aligns with industry best practices by incorporating advanced security tools and practices ( eg bank landing zone) , and intelligent threat detection. It ensures the vendor adheres to a higher standard of security management, which is crucial for protecting sensitive information.	Bidder has to comply to RFP terms.  However, if Bank decides to implement its own landing Zone during the contract period, Bidder should support to integrate / Migrate to the same without additional cost to the Bank.
378	79	5.2 Scope of Work: Security and Compliance point 1	ii.All the cloud infrastructure used for hosting and managing Bank's websites should have strong tenant isolation with Auto-scale capabilities.	ii.All the cloud infrastructure used for hosting and managing Bank's websites should have strong tenant isolation with Auto-scale capabilities.	All the cloud infrastructure used for hosting and managing Bank's website should have strong tenant isolation with Auto-scale capabilities. The infrastructure should leverage serverless compute capabilities that automatically scales with request volume, and orchestration capabilities for built-in scaling capabilities.  This will ensure effctive user experience and reduce applicaiton down time.	Bidder has to comply to RFP terms.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
379	79	5.2 Scope of Work: Security and Compliance point 1	Additional Clause	Additional Clause	<p>CSP should deploy Banks landing zone with below cloud native security services for proper workload monitoring and achieving required regulatory compliance----</p> <p>-ML based Threat Detection service</p> <p>-Cloud Native Vulnerability Assessment Service</p> <p>-Service to manage the firewall rules centrally for all customer accounts</p> <p>-Centrally manage the lifecycle of secrets</p> <p>- assess, audit, and evaluate the configurations of your resources</p> <p>This will ensure compliance to industry best practices from security and compliance perspective.</p>	Bidder has to comply to RFP terms.
380	84	Hosting and Maintenance xxv	xxv.Use of CDN is mandatory, CDN with more POP (Point of Presence) should be used for best performance.	xxv.Use of CDN is mandatory, CDN with more POP (Point of Presence) should be used for best performance.	<p>Request you to modify this clause to --</p> <p>The proposed Cloud should have its own CSP Managed CDN service to reduce application access latency, and should have minimum 20 or more locations from which they are able to offer cloud native CDN services.</p> <p>This will ensure best performance and optimum user experience to end customers of the bank who are geographically distributed across the country.</p>	Please refer Corrigendum
381	79	Security and Compliance	Additional Clause	Additional Clause	<p>From Critical Security Related Requirement, it is recommended that the proposed CSP should be able to provide FIPS 140-2 Level 3 complied dedicated single tenant Cloud HSM service.</p> <p>This will ensure compliance to industry best practices from security and compliance perspective.</p>	Bidder has to comply to RFP terms.
382	79	Security and Compliance	Additional Clause	Additional Clause	<p>It is recommended that the proposed CSP should be recognized in the Leaders Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure &amp; Platform as a Service.</p>	Bidder has to comply to RFP terms.
383	80	Security and Compliance	Additional Recommendation	<p>xix.The cloud service provider (CSP) should be STQC audited and MeITy empaneled and offer all services from India only as per guidelines of MeITy and shall at least have the following certifications:</p> <ul style="list-style-type: none"> <li>•ISO 9001</li> <li>•ISO/IEC 27001</li> <li>•ISO/IEC 27017</li> <li>•ISO/IEC 27018</li> <li>•ISO/IEC 27701</li> <li>•PCI DSS Level 1</li> <li>•TIA 942/ Uptime Institute Certification</li> </ul> <p>•CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2, SOC 3</p>	<p>It is recommended that below certifications may also be further added to the CSP requirement:</p> <ul style="list-style-type: none"> <li>&gt; ISO 22301: 2019 (Business Continuity Management)</li> <li>&gt; ISO/IEC 42001 (AI Management System)</li> </ul> <p>This will ensure adequate compliance to Business Continuity and AI Managed System best practices on the cloud environment utilised for hosting the application.</p>	Bidder has to comply to RFP terms.
384	84	Hosting and Maintenance	Hosting and Maintenance	<p>xx.DR setup of the websites should be equivalent to that of DC setup in all parameters including security and compliance and the Bidder should ensure readiness to switch to DR anytime in case of any issue in DC site.</p> <p>xxi.The DC and DR Data sites shall be physically located in India and should be at least 250 KM apart from each other.</p>	<p>We understand that the solution needs to be deployed in a three site architecture with DC, Near DR (significant distance away from DC) (for Active-Active) and a far DR for data backup. We assume that 250km distance refers to the distance between DC and Far DR site to be setup for data backup.</p> <p>Please confirm</p>	Bidder has to comply to RFP terms regarding DC & DR infrastructure.



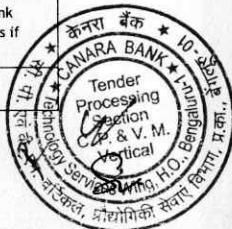
SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
385	80	Security and Compliance	Additional Clause	Additional Clause	CSP GenAI service should offer data residency, and the data should always remain within the India data centres and services should not use the customer data to improve the base models and is not shared with any model providers.	Bidder has to comply to RFP terms.
386	17	Uptime	Uptime	6.3The selected bidder should consider high-availability (active-active) at DC & DR with maximum RPO of 15 minutes and maximum RTO of 60 minutes (the RPO & RTO may be changed during the course of the contract and the vendor has to adhere to the revised RPO & RTO).	It is proposed to modify the clause as below:  The selected bidder should consider high-availability (active-active) at DC & DR with near zero RPO of 15 minutes and maximum RTO of 10 minutes (the RPO & RTO may be changed during the course of the contract and the vendor has to adhere to the revised RPO & RTO). We assume that Active-Active is across two geographically distinct DC locations that are not together affected by a single natural / man-made disasters.  Please confirm	Bidder has to comply to RFP terms.
387	17	Uptime	Additional Clause	Additional Clause	Proposed CSP for hosting of application should be offering cloud services from a minimum of three MeitY Empaneled Data Centres in at least one Region within India and provide the ability to operate production applications and databases that are more highly available, fault tolerant, and scalable than would be possible from a single data center. Data Centre in each region should be physically separated by a meaningful distance to protect from issues such as power outages, lightning strikes, and earthquakes affecting data centres and enable synchronous replication of traffic between these data centres.	Bidder has to comply to RFP terms.
388	17	Uptime	Additional Clause	Additional Clause	It is recommended that proposed cloud service provider shall have published on its public facing website the following: - •Service Level Agreements (SLAs) for cloud services like compute, storage, managed databases etc. •Dashboard live-status of cloud services health in India •Cloud Services outage details (if any) with Root Cause Analysis  This will help ensure effective SLA and uptime monitoring	Bidder has to comply to RFP terms.
389	97	Annexure 15	Manufacturer Authorisation Form	Manufacturer Authorisation Form	The format provided is relevant from a hardware OEM perspective. CSPs may be allowed to submit the same in their standard format. Sample format attached.  Please confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
390	NA	Cost Optimisation	Additional Clause	Additional Clause	CSP should have cloud native Resource Optimization Recommendations tool to optimize the cost.  This will provide visibility and ensure effective resource and cost optimization for the deployed application.	Bidder has to comply to RFP terms.
391	NA	Existing Setup	Additional Clause	Additional Clause	Can the bank provide additional details of the existing setup	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
392	121	SUB-CONTRACTING	SUB-CONTRACTING	Eligibility criteria	Kindly confirm whether participation as a consortium or joint venture is permitted. If not, can the primary bidder include OEMs or technology partners as subcontractors with full responsibility retained by the bidder?	Bidder to comply with RFP/GeM bid terms and Conditions
393	39	Section C - Project Timelines	Clause 1.3	Hosting Timelines	Please confirm if all three website components (Corporate, CBIBU, Intranet) can be executed in parallel or sequential delivery is expected.	Bidder has to comply to the following RFP terms including timelines.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
394	41	Section C - Scope of Work	Integration & Interfaces	Third-party Apps	Kindly share a list of internal/external applications and APIs to be integrated with the websites.	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
395	45 & 15	Section C - Security	VAPT & Code Audit	Audit Agency , configurations	Is there a preferred security auditing agency that Bank would like us to engage, or can bidder propose an empaneled one? Can we alter the Security configurations as per the requirements.	Bidder has to comply to the RFP terms. All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.
396	46	Section C - Payment Terms	Table A/B/C	Quarterly Payments	For quarterly maintenance payments, will there be any advance component or purely post-performance-based?	Bidder to comply with RFP/GeM bid terms and Conditions
397	55	Section C - Escrow Arrangement	Source Code	CMS Code	Is Escrow required for CMS platform code (e.g., Drupal) or only for custom-developed modules/components?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
398	76	Section D - Submission of Bids	GeM Portal	Digital Signature	Will the Bank provide any guidance on digital signature validation for annexures uploaded on GeM?	No
399	65	Section D - Commercial Bid	BOM Submission	Annexure-16 Format	Is it mandatory to use the exact format of Annexure-16 or can bidders use an identical Excel replica with matching fields?	Yes
400	63	Section D - Technical Bid	Annexure-8	Optional Modules	Can we include additional optional modules (chatbot, accessibility tools) in scope if compliant with budget and platform?	Bidder has to comply to the RFP terms.
401	42	Section C - SLA	Uptime Measurement	Monitoring	Will third-party monitoring tools be accepted for availability validation or is a Bank-owned system to be used?	Bidder has to comply to the RFP terms. The selected bidder to provide all the required infrastructure.
402	13	Section B - SOW	SOW	8.3	1. Is there any upper limit (in terms of cost, effort, or duration) for additional work that can be requested under this clause? 2. Will sufficient time and resources be provided for scoping and delivering these additional areas? 3. Will such new requirements be issued as formal addendums or work orders? What will be the approval and acceptance process? 4. Will these additional tasks be separately billed or considered under a change order with revised commercials and timelines?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
403	19	7.2	Penalties/Liquidated/SLA	7.2	Can we redefine SLA to Quaterly as it seems like a blanket SLA to all the services i.e. 99.99% , The OEM gives 99.99% only for certain configurations, such as:  Multi-zone or multi-region setups (e.g., for cloud)  High availability cluster mode (e.g., for databases or appliances) but it is also mentioned that "Proposed Architecture - Subjected to Bank Approval " NON-HA services will provide 99.95%-99.90%	Bidder has to comply to the RFP terms.



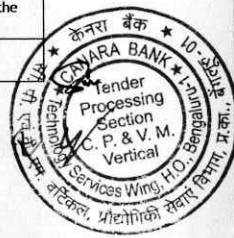
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
404	19	7.3	Resolution time	7.3.1	<p>Resolution time seems to be aggressive , it is requested to make it as per industry standards i.e. Industry Best Practices - Response &amp; Resolution Times</p> <p>P1 - Critical Response Time: 15-30 minutes Resolution Time: 2 - 4 hours (can extend up to 6 hours depending on complexity)</p> <p>P2 - High Response Time: 30 minutes - 1 hour Resolution Time: 4 - 8 hours</p> <p>P3 - Medium Response Time: 4 - 6 hours Resolution Time: 1 - 2 business days</p> <p>P4 - Low Response Time: Same business day Resolution Time: 2 - 5 business days</p>	Bidder has to comply to the RFP terms.
405	73	Annexure-8 - Scope of Work	Present Setup		Kindly confirm if the source code and documentation of the existing websites (Corporate and Intranet) will be shared with the selected bidder to facilitate smooth migration and enhancement.	Bidder has to comply to the RFP terms. As per the following Scope of Work, contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder for coordination.
406	73	Annexure-8 - Scope of Work	Technology Stack		Is the selected bidder required to maintain the same technology stack (.NET 6.0 for corporate website and .NET 2.0 for intranet), or can we propose a modernization using the latest supported frameworks?	Bidder has to comply to RFP terms. There is no restriction on upgradation / Change of platform / usage of latest technology. However, the Bidder to ensure compliance to all terms and conditions of the RFP.
407	73	Annexure-8 - Scope of Work	CMS Platforms		Can the Bank specify if it is open to upgrading or changing the current CMS platforms (Expression Web 4 and ASP.NET Core) to a modern, scalable CMS such as WordPress, Drupal, or enterprise alternatives?	Bidder has to comply to RFP terms. There is no restriction on upgradation / Change of platform / usage of latest technology. However, the Bidder to ensure compliance to all terms and conditions of the RFP.
408	73	Annexure-8 - Scope of Work	Content Migration		Will the selected bidder be responsible for migrating all historical content, including documents, forms, and HTML/PDF files? If yes, please share volume estimates.	Bidder has to comply to the RFP terms.
409	73	Annexure-8 - Scope of Work	Analytics		Is the selected bidder expected to continue using Google Analytics, or can alternate advanced AI-powered analytics platforms be proposed?	Bidder has to comply to RFP terms. There is no restriction on upgradation / Change of platform / usage of latest technology. However, the Bidder to ensure compliance to all terms and conditions of the RFP.
410	73	Annexure-8 - Scope of Work	Database Sizing		Kindly share the current and projected database size (in GB) for the corporate website, CBIBU site, and intranet, along with expected monthly data growth, to help in infrastructure sizing.	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
411	80	Security and Compliance	Security Audit		As per RFP, the bidder is responsible for periodic security/code audits. Kindly confirm whether the cost of GIGW compliance, security audits (e.g., VAPT, code audit), and STQC certification (if applicable) is to be included in the commercial bid or will be borne by the Bank.	Bidder has to comply to the RFP terms. All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.
412	66	Annexure-2	Pre-Qualification Criteria	The bidder should support office at Bengaluru for 24x7 support.	Please amend this clause as 'The bidder should support office India for 24x7 support.'	Bidder to refer Corrigendum-2



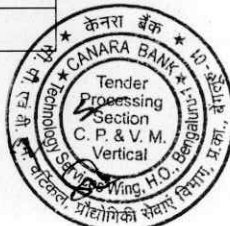
SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
413	75	SCOPE OF WORK / DELIVERABLES	5.1.i, 5.2.i, 5.2.viii-ix	Purpose/Objective	What specific AI/NLP functionalities are expected (e.g., chatbot, contextual search, personalization)? Are any preferred libraries/tools?	The Gen AI usecases defined are for the initial period only and Bank will consider leveraging more / all of the Gen AI capabilities during the course of the contract period and the bidder should support the same without any additional cost to the Bank.
414	75	SCOPE OF WORK / DELIVERABLES	5.2.iii	Scope of Work	What constitutes a "revamp" during the contract period? Can scope and pricing be clarified upfront?	Bidder has to comply to the RFP terms.
415	75	SCOPE OF WORK / DELIVERABLES	5.2.v	Scope of Work	Is the content for other Indian languages provided by the Bank or does bidder need to implement AI-based translation/localization?	Bidder has to comply to the RFP terms.
416	75	SCOPE OF WORK / DELIVERABLES	5.2.iii	Scope of Work	Can "unlimited content updation and design/page addition" be defined by volume or frequency (e.g., monthly caps)?	Bidder has to comply to the RFP terms.
417	75	SCOPE OF WORK / DELIVERABLES	5.2.vi	Scope of Work	Are wireframes, branding guidelines, or IA (Information Architecture) documents available from the Bank?	Required details will be shared with the selected bidder
418	75	SCOPE OF WORK / DELIVERABLES	5.2.vii	Scope of Work	Will the Bank provide access to existing SEO tools or should vendor license and manage them independently?	The selected bidder to provide all the required infrastructure.
419	75	SCOPE OF WORK / DELIVERABLES	5.2.viii	Scope of Work	Which accessibility standard (e.g., WCAG 2.1 AA) is to be followed? Any current audit reports?	Bidder has to comply to the RFP terms.
420	75	SCOPE OF WORK / DELIVERABLES	5.2.ix	Scope of Work	Will Bank provide APIs or data sources for real-time stock info, or should the vendor subscribe/integrate externally?	Bidder has to comply to the RFP terms. Bank will not provide any API / Data Source.
421	75	SCOPE OF WORK / DELIVERABLES	5.2.x	Scope of Work	Can the Bank define the scope and parameters for Retrieval-Augmented Generation (RAG) features?	The same will be shared with the selected Bidder.
422	75	SCOPE OF WORK / DELIVERABLES	5.2.xi	Scope of Work	What is the expected volume of content for archival? Is the archival mechanism already defined?	Bidder has to comply to the RFP terms. Further, Bidder has to adhere to Bank's Backup/Archival policy. The same will be shared with the selected bidder.
423	75	SCOPE OF WORK / DELIVERABLES	5.2.xvi	Scope of Work	Is there a preferred CMS or should the vendor propose one? Is the Bank open to cloud CMS solutions (e.g., headless CMS)?	Bidder has to comply to the RFP terms.
424	75	SCOPE OF WORK / DELIVERABLES	5.2.xviii	Scope of Work	Are SSL certificates to be procured by the vendor or just managed? How many certs/domains are expected?	SSL Certificates are to be provided by the Bidder for the proposed sites to be managed by the Bidder.
425	75	SCOPE OF WORK / DELIVERABLES	5.2.xvii	Scope of Work	What is the scope and expected methodology for the migration audit? Who will conduct it - internal or third party?	All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.
426	75	SCOPE OF WORK / DELIVERABLES	5.2.xx	Scope of Work	What is the backup frequency, retention policy, and expected method (e.g., cloud snapshot, versioning)?	Details will be shared with the selected Bidder. The Bidder should consider industry best practices and abide to backup policy of the Bank.
427	75	SCOPE OF WORK / DELIVERABLES	5.2.xxii	Scope of Work	What are the specific escrow requirements (e.g., source code, CMS configs, backup data)? Is a third-party agent appointed?	Bidder has to comply to the RFP terms.
428	75	SCOPE OF WORK / DELIVERABLES	5.1.i, 5.1.ii	Scope of Work	Which cloud provider is preferred for corporate and CBIBU websites? Should vendor include IaaS/PaaS in pricing?	Bidder has to comply to the RFP terms.
429	75	SCOPE OF WORK / DELIVERABLES	5.1.ii	Scope of Work	What is the expected scope, content volume, and branding guidelines for the CBIBU website?	Bidder has to comply to the RFP terms.
430	75	SCOPE OF WORK / DELIVERABLES	5.1.iii	Scope of Work	What is the current tech stack of the intranet? Is migration or complete redevelopment expected?	Bidder has to comply to the following RFP terms. i. Redesigning, Maintenance and Hosting of Canara Bank's Intranet site in Bank's Data Centre and Disaster Recovery Centre.
431	75	SCOPE OF WORK / DELIVERABLES	5.1.iv	Scope of Work	How many domains/subdomains are involved? Who is the current registrar/host?	Bank is presently having 45 Domains & 250 sub domain (approximately).



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
432	75	SCOPE OF WORK / DELIVERABLES	5.2.xxi	Scope of Work	Are any specific compliance frameworks applicable (e.g., CERT-In, RBI, ISO 27001)?	Bidder has to comply to the RFP terms.
433	77	SCOPE OF WORK / DELIVERABLES	Clause i	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Can you share the current CBIBU website link and access for evaluation?	Presently there is no separate website for CBIBU
434	77	SCOPE OF WORK / DELIVERABLES	Clause ii	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	What is the desired domain name? Who will bear domain renewal costs post-registration?	Domain name will be shared with the selected Bidder. If it is a separate domain, registration, renewal, SSL certificate etc., should be provided by the selected bidder.
435	77	SCOPE OF WORK / DELIVERABLES	Clause ii, xvii	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Are there any preferences for SSL provider or type (DV/EV)?	Bidder has to comply to the RFP terms.
436	77	SCOPE OF WORK / DELIVERABLES	Clause iii	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	What defines a "revamp" during the contract? Can a scope threshold be agreed in advance?	Bidder has to comply to the RFP terms.
437	77	SCOPE OF WORK / DELIVERABLES	Clause iii	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Can you quantify or put boundaries around 'unlimited content updates/design/page additions'?	Bidder has to comply to the RFP terms.
438	77	SCOPE OF WORK / DELIVERABLES	Clause v	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Are there any specific device/browser test matrix or priority list to be followed?	Websites should be accessible with all major Browsers and devices including PC/MAC/Mobile/Tablets etc.,
439	78	SCOPE OF WORK / DELIVERABLES	Clause vi	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Will Bank provide Hindi content, or does the vendor need to translate using AI/manual methods?	Hindi content will be provided by the Bank. However, the Bidder should translate if required by the Bank.
440	78	SCOPE OF WORK / DELIVERABLES	Clause vii	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Will the Bank provide a baseline IA or brand guidelines? Or should the bidder start from scratch?	Bidder should provide end-to-end design/template wherever redesign/revamp is required. However, Brand guidelines and relevant details will be shared with the selected bidder.
441	78	SCOPE OF WORK / DELIVERABLES	Clause xi	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Will Bank provide SEO tools/subscriptions or should vendor manage licensing?	The selected bidder to provide all the required infrastructure.
442	78	SCOPE OF WORK / DELIVERABLES	Clause xii	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Which accessibility standard is to be met (e.g., WCAG 2.1 AA)?	Bidder has to comply to the RFP terms.
443	78	SCOPE OF WORK / DELIVERABLES	Clause x	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Does the Bank expect advanced semantic/AI-based search or basic file/content-based search only?	Bidder has to comply to the RFP terms.
444	78	SCOPE OF WORK / DELIVERABLES	Clause xi	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	What is the expected content volume? Can the archival interval and retention duration be specified?	Bidder has to comply to the RFP terms. Further, Bidder has to adhere to Bank's Backup/Archival policy. The same will be shared with the selected bidder.
445	78	SCOPE OF WORK / DELIVERABLES	Clause xii	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	How many external portals and social media platforms need to be integrated?	Details will be shared with the selected Bidder.
446	78	SCOPE OF WORK / DELIVERABLES	Clause xiii	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Will all multimedia/complex content be provided by the Bank or need creation by the vendor?	Contents will be provided by the Bank. However, the bidder should create content also if required by the Bank.
447	78	SCOPE OF WORK / DELIVERABLES	Clause xiv	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Are existing RSS feeds already available, or will vendor need to create content-compatible RSS channels?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
448	78	SCOPE OF WORK / DELIVERABLES	Clause xv	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Is there an existing staging environment, or does vendor need to create this from scratch?	The selected bidder to provide all the required infrastructure.
449	78	SCOPE OF WORK / DELIVERABLES	Clause xvi	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Who will perform the audit - Bank team or third-party auditor? What's the acceptance process?	All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.
450	79	SCOPE OF WORK / DELIVERABLES	Clause xviii	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Is domain migration expected frequently or only once in case of regulatory directive?	Mostly in case of regulatory direction only. However, if Bank decides to change domain of any website which is part of present scope the bidder has to support the same.
451	79	SCOPE OF WORK / DELIVERABLES	Clause xix	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	What is the required backup frequency and storage location (cloud/on-prem)?	The same will be shared with the selected Bidder.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
452	79	SCOPE OF WORK / DELIVERABLES	Clause xx	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	Is there a documented policy or compliance framework to be followed (e.g., DPDPA, RBI)?	The bidder has to comply with all the present guidelines and changes if any made to them during the contract period and any new guidelines issued by the Government / regulatory authorities.
453	79	SCOPE OF WORK / DELIVERABLES	Clause xxi	Website Design for Canara Bank IFSC Banking Unit (CBIBU) website	What are the exact escrow deliverables (source code, CMS setup, backups)? Is a third-party escrow agent appointed?	Bidder has to comply to the RFP terms.
454	79	SCOPE OF WORK / DELIVERABLES	CMS (i, ii)	Content Management System (CMS)	Is there a preferred CMS platform (e.g., Drupal, Liferay) or should it be proposed by bidder?	Bidder has to comply to the RFP terms.
455	79	SCOPE OF WORK / DELIVERABLES	CMS (iii)	Content Management System (CMS)	Will MFA and hardware token requirements be provisioned by Bank, or should bidder provide?	The selected bidder to provide all the required infrastructure.
456	79	SCOPE OF WORK / DELIVERABLES	CMS (v)	Content Management System (CMS)	Is omnichannel content delivery limited to website + social media, or includes email/SMS etc.?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
457	79	SCOPE OF WORK / DELIVERABLES	CMS (x)	Content Management System (CMS)	Is there a required analytics engine for usage stats, or can bidder propose one?	The selected bidder to provide all the required infrastructure.
458	79	SCOPE OF WORK / DELIVERABLES	CMS (xi, xiv)	Content Management System (CMS)	Is content scheduling granular to sections and subsections?	Bidder has to comply to the RFP terms.
459	80	SCOPE OF WORK / DELIVERABLES	CMS (xv, xvii)	Content Management System (CMS)	Is there a defined content moderation policy or list of prohibited terms?	The same will be shared with the selected Bidder.
460	80	SCOPE OF WORK / DELIVERABLES	CMS (xix)	Content Management System (CMS)	Will Bank provide a list of users and access levels for RBAC setup at inception?	The same will be shared with the selected Bidder.
461	80	SCOPE OF WORK / DELIVERABLES	Security (i)	Security and Compliance	Will Bank provision any of the security tools (SIEM, WAF, EDR) or should all be included?	The selected bidder to provide all the required infrastructure. Additionally, if required the bidder should integrate with Bank's SOC tools also for additional monitoring.
462	80	SCOPE OF WORK / DELIVERABLES	Security (iv, v)	Security and Compliance	Is the bidder responsible for OEM/vendor SLAs for all infra components?	Bidder has to comply to the RFP terms.
463	80	SCOPE OF WORK / DELIVERABLES	Security (vi)	Security and Compliance	What cloud monitoring dashboard tools are preferred/allowed (e.g., CloudWatch, DataDog)?	Bidder has to comply to the RFP terms.
464	80	SCOPE OF WORK / DELIVERABLES	Security (x, xxviii)	Security and Compliance	How many rounds of security audit and performance tests are expected per year?	Bidder has to comply to the RFP terms.
465	80	SCOPE OF WORK / DELIVERABLES	Security (xii)	Security and Compliance	Will Bank bear the cost of STQC certification, or is it to be factored by bidder?	Cost of STQC certification is to be borne by the bidder.
466	80	SCOPE OF WORK / DELIVERABLES	Security (xvi, xvii, xviii)	Security and Compliance	What is the expected response time for addressing audit findings (in hours/days)?	TAT will vary based on the Severity of the observation. The same will be shared with the selected Bidder.
467	80	SCOPE OF WORK / DELIVERABLES	Security (xix)	Security and Compliance	Does Bank already use a certified CSP, or should the bidder propose one from scratch?	The selected bidder to provide all the required infrastructure.
468	80	SCOPE OF WORK / DELIVERABLES	Security (xxv, xxvi)	Security and Compliance	Are the APIs already defined or is the bidder expected to define and secure them?	The selected bidder to provide all the required infrastructure.
469	80	SCOPE OF WORK / DELIVERABLES	Security (xxix, xxxi)	Security and Compliance	Are existing secure SDLC & patch management tools/processes provided by Bank or to be built?	The selected bidder to provide all the required infrastructure.
470	80	SCOPE OF WORK / DELIVERABLES	Security (xxxii, xxxiii)	Security and Compliance	Will Canara Bank's own SOC be used or should bidder provision a dedicated SOC?	The selected bidder to provide all the required infrastructure. Additionally, if required the bidder should integrate with Bank's SOC tools also for additional monitoring.
471	80	SCOPE OF WORK / DELIVERABLES	Security (xxxiv, xxxv)	Security and Compliance	Will Bank provide threat intelligence feeds or does bidder need to subscribe independently?	Bidder has to comply to the RFP terms.
472	83	SCOPE OF WORK / DELIVERABLES	Hosting (i)	Hosting and Maintenance	Who will bear the cost of SSL certificates for public sites—Bank or bidder?	The selected bidder to provide all the required infrastructure.
473	83	SCOPE OF WORK / DELIVERABLES	Hosting (ii, iv)	Hosting and Maintenance	Can the Bank provide a reference architecture or must bidder propose from scratch (with CSP vetting)?	The selected bidder to provide all the required infrastructure.
474	83	SCOPE OF WORK / DELIVERABLES	Hosting (v)	Hosting and Maintenance	Is there a preferred CSP (AWS, Azure, GCP), or can bidder choose?	Bidder has to comply to the RFP terms.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
475	83	SCOPE OF WORK / DELIVERABLES	Hosting (vi)	Hosting and Maintenance	What level of support and documentation will the current vendor provide for migration?	Bidder has to comply to the RFP terms.
476	83	SCOPE OF WORK / DELIVERABLES	Hosting (vii)	Hosting and Maintenance	What access levels are expected for UAT environments via CMS (read/write/admin)?	Bidder has to comply to the RFP terms.
477	83	SCOPE OF WORK / DELIVERABLES	Hosting (viii)	Hosting and Maintenance	Is there an expected volume/frequency of content updates per month?	Bidder has to comply to the RFP terms.
478	83	SCOPE OF WORK / DELIVERABLES	Hosting (xiv, xv)	Hosting and Maintenance	What CRM platform does Bank use for integration with analytics tools?	The same will be shared with the selected Bidder.
479	83	SCOPE OF WORK / DELIVERABLES	Hosting (xvii, xviii)	Hosting and Maintenance	What reporting format/frequency/metrics are expected daily, monthly, etc.?	Bidder has to comply to the RFP terms.
480	83	SCOPE OF WORK / DELIVERABLES	Hosting (xxii)	Hosting and Maintenance	What are the RTO (Recovery Time Objective) and RPO (Recovery Point Objective) requirements?	Bidder has to comply to the RFP terms.
481	83	SCOPE OF WORK / DELIVERABLES	Hosting (xxiii, xxiv)	Hosting and Maintenance	Can you confirm peak concurrent load projections (e.g., events/announcements)?	Bidder has to comply to the RFP terms.
482	83	SCOPE OF WORK / DELIVERABLES	Hosting (xxv)	Hosting and Maintenance	Does the Bank have a preferred CDN provider, or is bidder to suggest one?	Bidder has to comply to the RFP terms.
483	83	SCOPE OF WORK / DELIVERABLES	Hosting (xxvi)	Hosting and Maintenance	Should CBIBU site have separate hosting or share infra with main site?	Bidder has to comply to the RFP terms. Sites should be hosted on separate dedicated servers.
484	83	SCOPE OF WORK / DELIVERABLES	Hosting (xxvii, xxxiii)	Hosting and Maintenance	Will the Bank reimburse domain renewal/registration fees, or are they bidder's responsibility?	Bidder has to comply to the RFP terms. Charges for new domain, if any, registered (other than domain for CBIBU) will be borne by the Bank. However, timely renewal of all the existing domains will be the responsibility of the Bidder.
485	83	SCOPE OF WORK / DELIVERABLES	Hosting (xxviii)	Hosting and Maintenance	Is there an existing DNS dashboard/tool in use, or must a new one be implemented?	The selected bidder to provide all the required infrastructure.
486	83	SCOPE OF WORK / DELIVERABLES	Hosting (xxix)	Hosting and Maintenance	Should DNSSEC be enabled across all subdomains or just public-facing ones?	Bidder has to comply to the RFP terms.
487	83	SCOPE OF WORK / DELIVERABLES	Hosting (xx, xxi, xxx)	Hosting and Maintenance	Are Bank's existing DC and DR infrastructure accessible to bidder, or must be provisioned anew?	The selected bidder to provide all the required infrastructure.
488	83	SCOPE OF WORK / DELIVERABLES	Hosting (xxxiv)	Hosting and Maintenance	Will Bank provide templates or formats for SBOM/CBOM compliance reports?	Wherever feasible templates will be provided. Bidder to follow industry standards for SBOM reporting.
489	83	SCOPE OF WORK / DELIVERABLES	Hosting (xxxv, xxxvi)	Hosting and Maintenance	Is hardware-based MFA (tokens) to be provided by Bank or bidder for DNS access control?	The selected bidder to provide all the required infrastructure.
490	86	SCOPE OF WORK / DELIVERABLES	Intranet (i) & (iii)	Intranet	Will the Bank share detailed requirements or use cases for intranet redesign and revamp at the start?	The same will be shared with the selected Bidder.
491	86	SCOPE OF WORK / DELIVERABLES	Intranet (iii), (ix), (xi)	Intranet	Can the Bank confirm the volume/number of pages and features expected in the Intranet portal?	The same will be shared with the selected Bidder.
492	86	SCOPE OF WORK / DELIVERABLES	Intranet (xix)	Intranet	Will intranet backups be stored on Bank infra or vendor's infra? Is replication needed?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
493	86	SCOPE OF WORK / DELIVERABLES	Intranet (xix)	Intranet	What are the exact expected RTO and RPO for intranet backups and failovers?	Bidder has to comply to the RFP terms.
494	86	SCOPE OF WORK / DELIVERABLES	Intranet (x)	Intranet	Will Bank provide access to AD and MFA APIs or does bidder need to integrate independently?	Details required for integrating with Bank's infrastructure such as AD, e-Mail / SMS Gateways will be shared with the selected Bidder.
495	86	SCOPE OF WORK / DELIVERABLES	Intranet (vii)	Intranet	What are the roles and access levels (approximate) expected for intranet access control?	The same will be shared with the selected Bidder.
496	86	SCOPE OF WORK / DELIVERABLES	Intranet (xvi)	Intranet	Does the Bank require support for intranet in any regional languages beyond Hindi in future phases?	Bidder has to comply to the RFP terms.
497	86	SCOPE OF WORK / DELIVERABLES	Intranet (xiii), (x)	Intranet	Does the Bank expect the intranet to integrate with any third-party or internal portals initially?	Bidder has to comply to the RFP terms.
498	86	SCOPE OF WORK / DELIVERABLES	Intranet (vi), (xx), (xxi)	Intranet	Can the Bank provide compliance checklist upfront (e.g., IS-17802, PII, escrow, etc.)?	Bidder has to comply to the RFP terms.



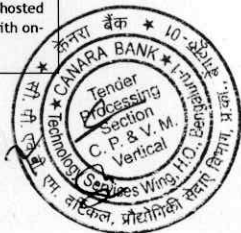
SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
499	86	SCOPE OF WORK / DELIVERABLES	Intranet (iv)	Intranet	What is the expected concurrency test scenario the bidder needs to simulate and certify for intranet?	Bidder has to comply to the RFP terms.
500	86	SCOPE OF WORK / DELIVERABLES	Intranet (xiv)	Intranet	Will Bank provide VAPT tools/licenses or should the bidder provision these?	All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted. Regular VAPT after go-Live will be conducted by the Bank.
501	86	SCOPE OF WORK / DELIVERABLES	Intranet (ii)	Intranet	What platforms (OS, DB, LB, etc.) are available at the Bank DC/DR for intranet hosting?	The same will be shared with the selected Bidder.
502	86	SCOPE OF WORK / DELIVERABLES	Intranet (x)	Intranet	Will Bank provide sandbox for testing integration with AD/email/SMS gateways?	Bidder has to comply to the RFP terms.
503	86	SCOPE OF WORK / DELIVERABLES	Intranet (xviii)	Intranet	What is the current site architecture? Will migration effort include reverse engineering or documentation is available?	The same will be shared with the selected Bidder.
504	88	SCOPE OF WORK / DELIVERABLES	On-Site Support (ix)	On-Site Support	What are the training expectations for Bank officials (duration, batch size, medium)?	Bidder has to comply to the RFP terms.
505	88	SCOPE OF WORK / DELIVERABLES	On-Site Support (ii)	On-Site Support	Should the on-site support personnel be available for non-working days/festivals for deployments?	Bidder has to comply to the RFP terms.
506	88	SCOPE OF WORK / DELIVERABLES	On-Site Support (ii)	On-Site Support	Will the Bank provide infrastructure (seating, devices, VPN, etc.) for the on-site team?	The same will be provided to the selected Bidder.
507	88	SCOPE OF WORK / DELIVERABLES	On-Site Support (ii)	On-Site Support	Can the bidder propose remote support for night shifts or is full-time physical presence mandatory 24x7?	Bidder has to comply to the RFP terms.
508	88	SCOPE OF WORK / DELIVERABLES	On-Site Support (viii)	On-Site Support	Will VAPT/audit observations be tracked on a defined SLA for closure?	TAT will vary based on the Severity of the observation. The same will be shared with the selected Bidder.
509	88	SCOPE OF WORK / DELIVERABLES	Intranet (xiv), On-Site (viii)	On-Site Support	How often does the Bank plan to conduct DR drills for Intranet (monthly/quarterly)?	Presently, half yearly. However, Bank reserves right to change the duration as per administrative exigency or regulatory guidelines and the Bidder has to abide by the same.
510	88	SCOPE OF WORK / DELIVERABLES	On-Site Support (xi)	On-Site Support	What is the expected escalation TAT (Turnaround Time) for L1, L2, L3 issues?	Bidder has to comply to the RFP terms.
511	88	SCOPE OF WORK / DELIVERABLES	On-Site Support (v), (vi), (iv)	On-Site Support	Can the bidder use subcontractors for backend support, or should all resources be on payroll?	Bidder to comply with RFP/GeM bid terms and Conditions
512	88	SCOPE OF WORK / DELIVERABLES	On-Site Support (xii), Intranet (xxi)	On-Site Support	Is there a defined format/template for BCP and Escrow documentation required by the Bank?	The same will be provided to the selected Bidder.
513	88	SCOPE OF WORK / DELIVERABLES	Intranet (xii), (xiv)	On-Site Support	What DevSecOps toolchain (if any) is mandated or preferred for continuous improvement and secure deployments?	Bidder has to comply to the RFP terms.
514	64	Annexure-2 / Pre Qualification Criteria	6. The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	The bidder has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter/ email reference from the Concerned Organization.	Please considering the relaxation for PQ as " The <b>"bidder / associated vendor / partner"</b> should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid."	Bidder to comply with RFP/GeM bid terms and Conditions



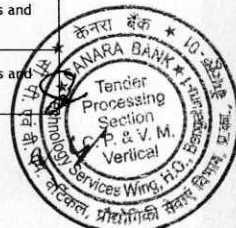
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
515	89	Annexure-9	Technical Evaluation Criteria	1. The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Please considering the relaxation for Technical Evaluation Criteria as " <u>bidder / associated vendor / partner</u> " should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid"	Bidder to comply with RFP/GeM bid terms and Conditions
516	89	Annexure-9	Technical Evaluation Criteria	2. The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Please considering the relaxation for Technical Evaluation Criteria as " <u>bidder / associated vendor / partner</u> " should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid"	Bidder to comply with RFP/GeM bid terms and Conditions
517	90	Annexure-9	Technical Evaluation Criteria	5. The Bidder should have experience in Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India as following: 1. Hosting, Maintaining Public DNS/Domain/DNSSEC - 3 Years 2. GenAI based search/ Translation integration in public website - 2 websites. 3. Search Engine Optimisation (SEO) services for websites - 3 Years	Please considering the relaxation for Technical Evaluation Criteria as " <u>bidder / associated vendor / partner</u> " should have experience in Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India as following: 1. Hosting, Maintaining Public DNS/Domain/DNSSEC - 3 Years 2. GenAI based search/ Translation integration in public website - 2 websites. 3. Search Engine Optimisation (SEO) services for websites - 3 Years"	Bidder to comply with RFP/GeM bid terms and Conditions
518	16	Section C	5. Payment Terms:	Hosting and Maintenance of new website	Public Cloud billing cycle is Monthly billing as per usage (varies each month), can this line item be amended as Monthly payment for Cloud hosting Infra? *As separate line item for both current and new website.	Bidder has to comply to the RFP terms.
519	73	Annexure-8	Hosting and Maintenance of Canara bank Websites and Intranet and Domain / DNS management	The existing corporate website of Canara Bank	1. Will the current website be hosted as-is on cloud? 2. What are the networking implementations done on current On-premises? 3. What kind of DR strategy/BCP Implemented on current infra? 4. Can we get the current Max and min utilisations of Servers hosting the Website? OR 5. Can we do a tool-based assessment for the current Infra setup?	Bidder has to comply to the RFP terms. As per the following Scope of Work, It will be the responsibility of the vendor to migrate the website and coordinate with the existing vendor. The contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder.
520	73	Annexure-8	PRESENT SET-UP	The existing corporate website of Canara Bank (www.canarabank.com) is presently being maintained by the vendor M/s Planet E-Com Solution Pvt. Ltd. Brief technical details of the website are as given below:	Specific numbers in terms of Disk sizes allocated and Consumed Database Size to be mentioned for Commercial estimation on Public cloud.	Bidder has to comply to the RFP terms. As per the following Scope of Work, It will be the responsibility of the vendor to migrate the website and coordinate with the existing vendor. The contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
521	73	Annexure-8	PRESENT SET-UP	Database: MSSQL 2019 on (4 Cores)	What is the current edition of SQL License used, is all the Licenses (Windows and SQL) SA enabled? What Is the current BCP strategy used?	Bidder has to comply to the RFP terms.  As per the following Scope of Work, It will be the responsibility of the vendor to migrate the website and coordinate with the existing vendor. The contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder.
522	74	5. SCOPE OF WORK / DELIVERABLES	5.1 Purpose/Objective	Migrating, Hosting and Maintenance of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud	What kind of AI features is Canara Bank expecting to be Implemented in the new (Banking Unit Website) and current? Only language translation is mentioned in RFP.	Bidder has to comply to the RFP terms.  Presently, AI scope is only for corporate website. However, if Bank intends to extend the same for the websites under the scope of this proposal, the Bidder should support the same.
523	79	Annexure-8	Security and Compliance	The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.,	1. What is the current Firewall appliance used? 2. Current EDR/XDR tool used? 3. What is Current WAF appliance used? 4. Is there any SIEM tool used currently? 5. Can all these Network and security licenses to be used as-is on cloud or public cloud native tools to be used?	Bidder has to comply to the RFP terms.  As per the following Scope of Work, It will be the responsibility of the vendor to migrate the website and coordinate with the existing vendor. The contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder.  Further, the selected bidder to provide all the required infrastructure to comply with the Scope of Work .
524	82	Annexure-8	Security and Compliance	Security Information and Event Management (SIEM) for logging and threat detection.	Requesting the amount logs collected GB/month OR GB/day in the current Setup.	Bidder has to comply to the RFP terms.  As per the following Scope of Work, It will be the responsibility of the vendor to migrate the website and coordinate with the existing vendor. The contact details of the existing vendor and other necessary support will be provided by the Bank to the selected bidder.
525	83	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Vendor should provide daily report on website performance and other parameters such a hits, response time etc., (page, geographical location wise etc.,)	This would require APM tool for performance monitoring, will the cost to be included under Hosting Maintenance of both Canara bank and Canara Bank IFSC Banking Unit website?	The selected bidder to provide all the required infrastructure to comply with the Scope of Work.
526	83	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	The bidder should provide end to end comprehensive analytic tool for the websites to provide various data related to the websites. The tool should be able to integrate with Bank's CRM solution for further analysis, leads etc.,	What is the current CRM solution used/to be integrated to?	The same will be shared with the selected Bidder.
527	84	5. SCOPE OF WORK / DELIVERABLES	Hosting and Maintenance	Use of CDN is mandatory, CDN with more POP (Point of Presence) should be used for best performance	Currently any count of data out can be specified?	Bidder has to comply to RFP terms.  Additional details, if required, will be shared with the selected bidder.
528	85	Annexure-8	Intranet	Intranet portal should be accessible through web and the login of the portal should be through Bank's Active Directory	1. How many objects or user profiles are created on current AD setup? 2. Do Self-service password Write-back feature to be enabled for all internal users? 3. On-prem to public Cloud connectivity to be established using Mpls/Ipsec tunnels.	Bidder has to comply to the RFP terms.  Kindly note that as per Scope of work, Canara Bank corporate website & CBIBU websites are to be hosted on Cloud and intranet is to be hosted on-premise (Authentication also will be with on-premise AD Setup only).



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
529	99	Annexure-16	Bill of Material : Table - B	Hosting and Maintenance of new website for Canara Bank IFSC Banking Unit (CBIBU) Website on cloud	Cost of New Website and Maintenance can only be determined when we have the Website ready and Dev team comes up with proper BOQ for hosting. *Commercial varies with sizing and qty of resources to be deployed for the specific workload.	Bidder has to comply to the RFP terms.
530	76	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	The Bidder should ensure proper backup of the entire website as per industry practices.	What would be the retention period for the backups? *specific to App servers.	Details will be shared with the selected Bidder. The Bidder should consider industry best practices and abide to backup policy of the Bank.
531	75	5. SCOPE OF WORK / DELIVERABLES	5.2 Scope of Work	There should also be support for text and voice based search functionality for present, historic, and archived content and the search should be capable of analysing the search input and understand the user requirement using advanced AI/ML algorithms and return suitable reply based on the actual content of the website with utmost accuracy and should have the functionality to provide suggestions with options related to the search topic if exact information is not available. End users should be able to search using the language selected for website display for natural interaction.	Are you primarily looking to leverage native Cloud services given your cloud migration, or are you open to, or even preferring, the integration of specific third-party AI/ML solutions for these capabilities?	The Gen AI usecases defined are for the initial period only and Bank will consider leveraging more / all of the Gen AI capabilities during the course of the contract period and the bidder should support the same without any additional cost to the Bank.
532	78	5. SCOPE OF WORK / DELIVERABLES	5.2 Content Management System	Content Management System	Regarding the hosting of the CMS application, do you have preferred service in mind?	Bidder has to comply to the RFP terms.
533	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5.Payment Terms:	1. One time implementation cost for Design, Development and Deployment of Canara Bank Website, IFSC Banking Unit (CBIBU) & Intranet and Creation of unified dash board and migration of Domain / DNS of all Canara Bank Domains and Sub-Domains Domain / DNS management - 50% as per Table-A of Annexure-16 - On successful Go-Live of Canara Bank websites and intranet and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting Liquidated Damages (if Any).	Please considering the relaxation for Payment terms as "70% as per Table-A of Annexure-16 - On successful Go-Live of Canara Bank websites and intranet and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting Liquidated Damages (if Any)"	Bidder to comply with RFP/GeM bid terms and Conditions
534				30% as per Table-A of Annexure-16	"20% as per Table-A of Annexure-16 - On successful Creation of unified dash board and migration of Domain / DNS and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting Liquidated Damages (if Any)"	Bidder to comply with RFP/GeM bid terms and Conditions
535				20% as per Table-A of Annexure-16	"10% as per Table-A of Annexure-16 - After one month from Go-Live (on completion of source code audit, VAPT, etc.) and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting Liquidated Damages (if Any)"	Bidder to comply with RFP/GeM bid terms and Conditions
536	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS/ 1.Project Timelines	1.3The Detailed Implementation of the Project Schedule are as follows:	1. Migrating and Hosting of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud - 10 Weeks	Please considering the relaxation for Project timeline as "1. Migrating and Hosting of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud - 14 Weeks"	Bidder to comply with RFP/GeM bid terms and Conditions
537				2.Designing and Hosting of new website for Canara Bank IFSC Banking Unit (CBIBU) Website on cloud - 10 weeks (Development, Code audit, Vulnerability assessment & hosting)	"2.Designing and Hosting of new website for Canara Bank IFSC Banking Unit (CBIBU) Website on cloud - 16 weeks (Development, Code audit, Vulnerability assessment & hosting)"	Bidder to comply with RFP/GeM bid terms and Conditions
538				3. Redesigning of Canara Bank Intranet site - 14 weeks (Development, Code audit, Vulnerability assessment & hosting)	"3. Redesigning of Canara Bank Intranet site - 18 weeks (Development, Code audit, Vulnerability assessment & hosting)"	Bidder to comply with RFP/GeM bid terms and Conditions
539				4. Creation of unified dash board and migration of Domain / DNS of all Canara Bank Domains and Sub-Domains - 8 weeks	"4. Creation of unified dash board and migration of Domain / DNS of all Canara Bank Domains and Sub-Domains - 12 weeks"	Bidder to comply with RFP/GeM bid terms and Conditions



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
540	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS/ 7.Penalties/Liquidated Damages:	7.1Penalties/Liquidated damages for delay in Delivery and Implementation would be as under:	7.1.1Non-compliance of the time schedule mentioned in Sl. No. 1,2 and 3 of clause 1.3 of Section -C will result in the Bank imposing penalty of 0.50% on delay per week or part thereof, on the total cost mentioned in Table-B of Annexure-16.	Please considering the relaxation for Penalties as "Non-compliance of the time schedule mentioned in Sl. No. 1,2 and 3 of clause 1.3 of Section -C will result in the Bank imposing penalty of 0.10% on delay per week or part thereof, on the total cost mentioned in Table-B of Annexure-16"	Bidder to comply with RFP/GeM bid terms and Conditions
541	63	Annexure-2	Pre-Qualification Criteria (6)	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	The bidder should have experience in designing/revamping and maintained minimum 1 (One) interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Bidder has to comply to RFP terms.
542	63	Annexure-2	Pre-Qualification Criteria (6)	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central/State Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Bidder to refer Corrigendum-2
543	89	Annexure-9	Technical Evaluation Criteria (1)	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid.  (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)  No. of Organisations: > 4 organizations: 15 marks 3-4 organisations: 12 marks 2 organization: 7 marks	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central/State Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid.  (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)  No. of Organisations: > 3 organizations: 15 marks 2-3 organisations: 12 marks 1 organization: 7 marks	Bidder to refer Corrigendum-2
544	89	Annexure-9	Technical Evaluation Criteria (1)	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid.  (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)  No. of public facing websites: >4 websites: 15 marks 3-4 websites: 12 marks 2 website: 7 marks	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central /State Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid.  (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)  No. of public facing websites: >3 websites: 15 marks 2-3 websites: 12 marks 1 website: 7 marks	Bidder to refer Corrigendum-2



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
545	90	Annexure-9	Technical Evaluation Criteria (1)	The Bidder should have experience in Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India as following: 1. Hosting, Maintaining Public DNS/Domain/DNSSEC - 3 Years 2. GenAI based search/ Translation integration in public website - 2 websites. 3. Search Engine Optimisation (SEO) services for websites - 3 Years	<b>We request Bank to modify the below criteria for the better clarity:</b> The Bidder should have experience in Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central /State Government Organizations in India as following: 1. Hosting, Maintaining Public DNS/Domain / DNSSEC in last 3 Years 2. GenAI based search/ Translation integration in public website in last 2 years. 3. Search Engine Optimisation (SEO) services for websites in last 3 Years	Bidder to refer Corrigendum-2
546	75	5.2 Scope of Work	Website Design / Enhancements for www.canarabank.com website:	ix. There should also be support for text and voice based search functionality for present, historic, and archived content and the search should be capable of analysing the search input and understand the user requirement using advanced AI/ML algorithms and return suitable reply based on the actual content of the website with almost accuracy and should have the functionality to provide suggestions with options related to the search topic if exact information is not available. End users should be able to search using the language selected for website display for natural interaction.	Please provide some detail information on the requirement of AI/NLP based search functionality.	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
547	80	5.2 Scope of Work	Security and Compliance	The websites should conform to the applicable World Wide Web Consortium (W3C), Open Worldwide Application Security Project (formerly Open Web Application Security Project), (OWASP) Top 10 security standards, Accessibility Standards such as IS-17802, GIGW Govt. of India Guidelines for websites and the Web Content Accessibility (WCAG 2.1) Guidelines (with Level A & AA Certification during the contract period as informed by the Bank). The Bidder should ensure Bank's websites are compliant to all of these guidelines and modifications / updations made to these guidelines throughout the contract period.	Please confirm. Are there any accessibility requirements (e.g., WCAG compliance level)?	Bidder has to comply to RFP terms.
548	79	5.2 Scope of Work	Security and Compliance	ii. All the cloud infrastructure used for hosting and managing Bank's websites should have strong tenant isolation with Auto-scale capabilities.	Kindly confirm. What will be done for the existing content while migration a. Can we assume that bank will provide the information in the ready format so that Bidder can consume the same? b. For the Archival of the data can we assume Canara bank will be handling the same. please confirm	Bidder has to comply to the RFP terms. Further, Bidder has to adhere to Bank's Backup/Archival policy. The same will be shared with the selected bidder.
549	81	5.2 Scope of Work	Security and Compliance	The vendor will be responsible for providing all the required APIs for integration with Bank's other systems such as call centre, SMS, e-Mail, net banking, mobile banking, marketing solutions etc.,	Request Bank to revisit this part as API's will be provided by existing OEM / Service providers	Bidder has to comply to RFP terms.
550	142	5.2 Scope of Work	SCHEDULE 3 Technical and Organisational Data Protection Measures	2.1.12. not allow the storage of the Personal Data on any mobile devices such as laptops or tablets unless such devices are kept on its premises at all times.	As per our understanding the Mobile app is not part of the implementation only website rendering to mobile devices is part of the scope, can you please confirm this requirement?	Bidder has to comply to the RFP terms. Mobile app is not under the present Scope of work.
551	-	5.2 Scope of Work	-	General	Will the website or intranet need to integrate with core banking systems, payment gateways, HRMS, CRM, ERP etc.?	Bidder has to comply to RFP terms.
552	-	5.2 Scope of Work	-	General	What types of data integrations (APIs, SFTP, databases) are expected for the unified dashboard?	Bidder has to comply to RFP terms.
553	-	5.2 Scope of Work	-	General	How many pages, documents, and content types (PDFs, videos, forms) are to be migrated from existing website, please provide some tentative number for estimation.	Bidder has to comply to RFP terms. Entire website has to be migrated.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
554	-	5.2 Scope of Work	-	General	Will a third-party agency be conducting the VAPT and source code audit, or is the vendor responsible for the same?	Bidder has to comply to RFP terms. All pre-release audits before go live and whenever changes are being made in the website including source code audit will be the responsibility of the Bidder. However, Bank reserves right to conduct additional audits if warranted.
555	-	5.2 Scope of Work	-	General	Kindly confirm. Is the existing Canara Bank website and intranet hosted on-premise or on a cloud infrastructure? Is there a preferred CSP for the proposed cloud hosting of the revamped website and portals?	Canara Bank website is hosted on Cloud and intranet is hosted on-premise.
556	-	5.2 Scope of Work	-	General	Kindly confirm. Is vendor expected to procure and manage the cloud infrastructure? Or will Canara Bank provide a preferred CSP (if any).	The selected bidder to provide all the required infrastructure.
557	-	5.2 Scope of Work	-	General	Kindly confirm, High level list of any specific Module/Integration expected from Intranet Solution.	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
558	23	9. Warranty/Support	9.8	9.8 Despite any other provision, the Bank, may return a defective Hardware/ Software to the selected bidder within Ninety (90) days of delivery of the Hardware/ Software and the selected bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.	<b>Suggest revision of this clause:</b> 9.8 Despite any other provision, the Bank, may return a defective Hardware/ Software to the selected bidder within Ninety (90) days of delivery of the Hardware/ Software and the selected bidder shall immediately provide full exchange or <del>refund</del> . For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.	Bidder has to comply to RFP terms.
559	39	12. Order Cancellation/Termination of Contract	12.1	12.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 day's notice.	<b>Suggest revision of this clause:</b> 12.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a <del>30</del> 90 day's notice.	Bidder has to comply to RFP terms.
560	39	12. Order Cancellation/Termination of Contract	12.1	12.2. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT 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: 12.2.3. Breaches in the terms and conditions of the Order. 12.2.6. The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.	<b>Suggest revision of this clause:</b> 12.2. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons, <b>with a prior notice of 30 days</b> , 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: 12.2.3. <b>Materially</b> Breaches in the terms and conditions of the Order. 12.2.6. The Vendor/Service Provider commits a <b>material</b> breach of any of the terms and conditions of the bid.	Bidder to comply with RFP/GeM bid terms and Conditions



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
561	39	12. Order Cancellation/Termination of Contract	12.4 & 12.5	<p>12.4. In case the Vendor/Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 7 days' prior notice to the Vendor/Service Provider.</p> <p>12.5. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits &amp; at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.</p>	<p>Suggest revision of this clause:</p> <p>12.4. In case the Vendor/Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 30-7 days' prior notice to the Vendor/Service Provider, subject to incremental costs 10% over and above service charges for defective services/deliverables</p> <p><del>12.5. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits &amp; at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.</del></p>	Bidder to comply with RFP/GeM bid terms and Conditions
562	50	21. Indemnity	21.1	<p>21.1. VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>21.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;</p> <p>21.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;</p> <p>21.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider</p>	<p>Suggest revision of this clause:</p> <p>21.1. VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, third party claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p><del>21.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;</del></p> <p>21.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;</p> <p><del>21.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider</del></p>	Bidder to comply with RFP/GeM bid terms and Conditions



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
563	50	21. Indemnity	21.3	<p>21.3. VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p>21.3.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>21.3.2. The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or confidential information, fraud or gross negligence or wilful misconduct or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be actual claims.</p>	<p><b>Suggest revision of this clause:</b></p> <p>21.3. VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p><del>21.3.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</del></p> <p>21.3.2. The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights <del>or confidential information</del>, fraud or gross negligence or wilful misconduct or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be actual claims.</p>	Bidder to comply with RFP/GeM bid terms and Conditions
564	51	21. Indemnity	21.5	Suggest addition of this clause	Notwithstanding anything to the contrary, In any event, neither party shall be liable for any special, incidental, punitive, exemplary or consequential damages arising out of or in connection with the Contract entered between the parties.	Bidder to comply with RFP/GeM bid terms and Conditions
565	22	7. Penalties/Liquidated Damages:	7.8.1	7.8.1 All the above LDs are independent of each other and are applicable separately and concurrently.	<b>Suggest addition of this clause:</b> <del>7.8.1 All the above LDs are independent of each other and are applicable separately and concurrently.</del>	Bidder to comply with RFP/GeM bid terms and Conditions
566	22	7. Penalties/Liquidated Damages:	7.14	Suggest addition of this clause	Notwithstanding the foregoing, the bank may impose liquidated damages amounting to 0.2% of the delayed component for each week of delay or part thereof, up to a maximum of 10% of the total project cost	Bidder to comply with RFP/GeM bid terms and Conditions
567	16	Payment Terms	5.1 (1)	<p>One time implementation cost for Design, Development and Deployment of Canara Bank Website, IFSC Banking Unit (CBIBU) &amp; Intranet and Creation of unified dash board and migration of Domain / DNS of all Canara Bank Domains and Sub-Domains Domain / DNS management -</p> <p>50% as per Table-A of Annexure-16 On successful Go-Live of Canara Bank websites and intranet and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting Liquidated Damages (if Any).</p>	<p><b>Request modification as below:</b></p> <p>50% as per Table-A of Annexure-16 - on signoff of website layout design</p>	Bidder has to comply to RFP terms.
568	16	Payment Terms	5.1 (2)	<p><b>Payment Stages</b></p> <p>Hosting and Maintenance of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud &amp; search etc., on cloud (including Content Updation).</p> <p><b>Condition/Remarks</b></p> <p>Payment will be Quarterly in arrears as per Sl. No. 1 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).</p>	<p><b>Condition/Remarks</b></p> <p>Payment will be Quarterly in arrears Advance as per Sl. No. 1 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).</p>	Bidder has to comply to RFP terms.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
569	16	Payment Terms	5.1 (3)	<b>Payment Stages</b> Hosting and Maintenance of new website for Canara Bank IFSC Banking Unit (CBIBU) Website on cloud (including Content Updation).  <b>Condition/Remarks</b> Payment will be Quarterly in arrears as per Sl. No. 2 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	<b>Condition/Remarks</b> Payment will be Quarterly in arrears Advance as per Sl. No. 2 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Bidder has to comply to RFP terms.
570	17	Payment Terms	5.1 (4)	<b>Payment Stages</b> Hosting Maintenance of Canara Bank Intranet site (including Content Updation)  <b>Condition/Remarks</b> Payment will be Quarterly in arrears as per Sl. No. 3 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	<b>Condition/Remarks</b> Payment will be Quarterly in arrears Advance as per Sl. No. 3 of Table-B of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Bidder has to comply to RFP terms.
571	17	Payment Terms	5.1 (5)	<b>Payment Stages</b> Domain / DNS management of all Canara Bank Domains and Sub-Domains <b>Condition/Remarks</b> Payment will be Quarterly in arrears as per Table-C of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	<b>Condition/Remarks</b> Payment will be Quarterly in arrears Advance as per Table-C of Annexure-16, on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).	Bidder has to comply to RFP terms.
572	17	Payment Terms	5.1 (6)	<b>Payment Stages</b> Onsite Resources  <b>Condition/Remarks</b> Payment will be Quarterly in arrears as per Table-D of Annexure-16 after deducting applicable penalties and Liquidated damages (if Any).	<b>Condition/Remarks</b> Payment will be Quarterly in arrears Advance as per Table-D of Annexure-16 after deducting applicable penalties and Liquidated damages (if Any).	Bidder has to comply to RFP terms.
573	14	1. Project Timelines	1.3	1.Migrating and Hosting of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud	Could you please confirm if the detailed enhanced features are identified. If, yes please share the list of features as it will impact delivery timelines.	The Gen AI usecases defined are for the initial period only and Bank will consider leveraging more / all of the Gen AL capabilities during the course of the contract period and the bidder should support the same without any additional cost to the Bank.
574	14	1. Project Timelines	1.3	1.Migrating and Hosting of Canara Bank Corporate Website with enhanced features such as Artificial Intelligence / Natural Language search etc., on cloud	To enable AI/NLP features, some level of code changes may be required. Please confirm if these changes will be done by the existing vendor or bidder has to factor in those changes.	The selected bidder to provide all the required infrastructure.
575	35	7. Selection of successful Bidder	7.1	7.1.The bidder/s who quotes the lowest price (L1) after the reverse auction will be referred as the successful bidder/ bidders and will be notified through the GeM portal. No separate intimation will be sent to the bidder in this regard.	We intend to bring best in class market OEMs for this aspirational project. This will be having commercial impact.  We request the bank to consider QCBS system of evaluation with weightages on Technical expertise while considering overall bid. We do not wish to compromise with the quality of products proposed and cost.	Bidder has to comply to the RFP terms.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
576	63	Annexure 2: Pre Qualification Criteria	Annexure -2	2. The Bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Request you to pls revise the below clause as:  The Bidder / OEM should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Bidder to comply with RFP/GeM bid terms and Conditions
577	63	Annexure 2: Pre Qualification Criteria	Annexure -2	6. The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Request you to pls revise the below clause as:  6. The Bidder/OEM should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central / <u>State Government</u> Organizations in India with web Content Management Solution (CMS) during the <u>last 5 years</u> as on the submission of Bid. (Note: The websites must be in operation <u>and maintained by the bidder</u> as on date of the RFP.)	Bidder to refer Corrigendum-2
578	63	Annexure 2: Pre Qualification Criteria	Annexure -2	6. The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Request bank to consider and allow near-go live engagements as well. We will furnish completion certificate in due course and before closure of Bid Evaluation Process.	Bidder to comply with RFP/GeM bid terms and Conditions
579	74	5.2 Scope of Work	Website Design / Enhancements for www.canarabank.com website:	iii. If Bank wishes to revamp the entire website at any point of time during the contract period, the vendor should carry out the activity at mutually agreed rate. However, The Bidder to provide unlimited content updation including changes in design / addition of new pages in the website etc., as per business requirement of the Bank without any additional cost to the Bank during the entire contract period.	Could you please confirm if the rate is to be provided for complete revamp of corporate website. If yes, please suggest the format as it is not covered under Annexure 16	The selected bidder to provide all the required infrastructure.
580	74	5.2 Scope of Work	Website Design / Enhancements for www.canarabank.com website:	V Other than Hindi & English, the website should have the functionality of displaying content in majority of the other Indian Languages using advanced Artificial Intelligence (AI) capabilities. Option to be made available to the viewers to select the desired language and the website should be capable of displaying the content in the particular language selected with maximum accuracy.	While the system will be capable of auto-translation, however we recommend to get these translation validated by the Bank. For Hindi, we request bank to provide the content	Hindi content will be provided by the Bank. However, the Bidder should translate if required by the Bank.
581	75	5.2 Scope of Work	Website Design / Enhancements for www.canarabank.com website:	ix. The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should be minimum of 15 minutes.	Request you to please confirm the availability of APIs for displaying this information. Further, please confirm if the bidder has to factor in any additional cost of procurement of such APIs.	The selected bidder to provide all the required infrastructure.
582	76	5.2 Scope of Work	Website Design / Enhancements for www.canarabank.com website:		Could you please provide details of all internal and external integrations that will be required.	Bidder has to comply to RFP terms.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
583	89	Annexure 9	Technical Evaluation Criteria	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	6. The bidder / OEM should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central / State Government Organizations in India with web Content Management Solution (CMS) during the last 5 years as on the submission of Bid. (Note: The websites must be in operation <del>and maintained by the bidder as</del> on date of the RFP.)  Request bank to consider and allow near-go live engagements as well. We will furnish completion certificate in due course and before closure of Bid Evaluation Process.	Bidder to refer Corrigendum-2
584					Could you please confirm requirement of Analytics including Digital Marketing tools.	Bidder has to comply to RFP terms.
585	121	22. Subcontracting			Sometimes, OEM resources are required for Product Configurations and they are involved as SMEs. Request relaxation on this clause and allow sub-contracting with prior intimation to the bank.	Bidder to comply with RFP/GeM bid terms and Conditions
586					Request your confirmation on the usage of Open Source Technology.	Bidder has to comply to the following RFP terms.  iv.All components used for Hosting, managing, securing, monitoring, updating content etc., of the websites should be supported by the respective OEMs and the Bidder should ensure that no end of support / end of life products / components are used. v.The Bidder should ensure back-to-back support for all the components used and there should not be any limit to the number of tickets raised for troubleshooting etc., during the entire contract period.
587					As we understand, hosting of Websites is to be done on Cloud but intranet is to be hosted on-prem. Is this understanding correct?	Bidder has to comply to the RFP terms.  As per Scope of work, Canara Bank corporate website & CBIBU websites are to be hosted on Cloud and intranet is to be hosted on-premise.
588					Could you please confirm if the bank has any existing available cloud landing zone?	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
589					We note that word 'Audit' is mentioned in this RFP. Therefore, kindly include below clause:  "The services hereunder, are not intended to be an audit, certification, examination, attestation, special report or agreed-upon procedures."	Bidder has to comply to RFP terms.
590	51	Clause 22			We suggest addition of below against these clauses  A)'Any conflict related declaration can be given as on the current date only.' B)'All conflict-of-interest confirmations shall be provided for the engagement team members providing the services pursuant to this engagement as per our internal risk management procedures.'	Bidder has to comply to RFP terms.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
591	26	Clause 17	Right to Audit		<p>We suggest addition of below statement</p> <p>"Any audit shall be subject to the following: (i) the audit shall be restricted to the engagement and shall be conducted with prior reasonable notice (ii) PURCHASER or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of the audit and any results thereof; (iii) the auditors or the representatives of PURCHASER for the audit shall not be the Vendor's competitors; (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety; and (v) any findings during the audit, shall be shared with the Vendor and be discussed and agreed mutually between PURCHASER and the Vendor for its closure."</p>	Bidder has to comply to RFP terms.
592	139	Clause 3.10	Deletion or return of Personal Data'		<p>Request below consideration:</p> <p>We shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality mentioned herein</p>	Bidder has to comply to RFP terms.
593					<p>We note that this RFP only provides a unilateral right to termination. Hence, we request inclusion of the following clause:</p> <p>"As we are a large professional services firm, we reserve the right to terminate the engagement, in case of breach of applicable law or regulation or professional norms."</p>	Bidder has to comply to RFP terms.
594	Page no 75	5.2 Scope of Work:	The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should by minimum of 15 minutes,	The Bidder will be responsible for providing investor relation service to display real time stock share price (BSE/NSE) of Canara Bank in the website. Frequency of updation should by minimum of 15 minutes,	<p>Request you to modify this clause to --</p> <p>The Bidder will be responsible for providing investor relations services to display real-time stock share prices (BSE/NSE) of Canara Bank on the website. The frequency of updates should be a minimum of every 15 minutes. All required API calls must be handled by cloud- services, and detailed monitoring must be implemented with data storage and retrieval managed by a highly available and scalable cloud native database service to ensure data persistence and quick access.</p> <p>This ensures that the bidder uses appropriate cloud services and robust data management practices. This ultimately leads to a more reliable and efficient solution for displaying real-time stock share prices.</p>	<p>Bidder has to comply to RFP terms.</p> <p>As per scope of work end to end security of the website including API/cloud security is responsibility of the Bidder.</p>



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
595	Page no 79	5.2 Scope of Work: Security and Compliance point 1	The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.	The vendor will be responsible for end-to-end information security of the websites including but not limited to Cloud security such as Firewall management, DOS/DDOS protection, WAF, IDS, IPS, SOC, Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security, SSL Certificate etc.	Request you to modify this clause --The vendor will be responsible for end-to-end information security of the websites by creating banks landing zone including but not limited to Cloud security such as configuring and maintaining cloud native network firewall with IPS functionalities , DOS/DDOS protection, cloud native WAF, IDS, SOC, intelligent threat detection service, cloud security posture management , Database management, Antimalware, EDR/XDR tools, DR Site maintenance, DNS Security , SSL Certificate etc. as well as vendor should be able to provide with resource inventory, configuration history, and configuration change notifications for security and governance.  This aligns with industry best practices by incorporating advanced security tools and practices ( eg bank landing zone) , and intelligent threat detection. It ensures the vendor adheres to a higher standard of security management, which is crucial for protecting sensitive information.	Bidder has to comply to RFP terms.  However, if Bank decides to implement its own landing Zone during the contract period, Bidder should support to integrate / Migrate to the same without additional cost to the Bank.
596	Page no 79	5.2 Scope of Work: Security and Compliance point 1	ii.All the cloud infrastructure used for hosting and managing Bank's websites should have strong tenant isolation with Auto-scale capabilities.	ii.All the cloud infrastructure used for hosting and managing Bank's websites should have strong tenant isolation with Auto-scale capabilities.	All the cloud infrastructure used for hosting and managing Bank's website should have strong tenant isolation with Auto-scale capabilities. The infrastructure should leverage serverless compute capabilities that automatically scales with request volume, and orchestration capabilities for built-in scaling capabilities.  This will ensure effective user experience and reduce application down time.	Bidder has to comply to RFP terms.
597	Page no 79	5.2 Scope of Work: Security and Compliance point 1	Additional Clause	Additional Clause	CSP should deploy Banks landing zone with below cloud native security services for proper workload monitoring and achieving required regulatory compliance---- -ML based Threat Detection service -Cloud Native Vulnerability Assessment Service -Service to manage the firewall rules centrally for all customer accounts -Centrally manage the lifecycle of secrets - assess, audit, and evaluate the configurations of your resources  This will ensure compliance to industry best practices from security and compliance perspective.	Bidder has to comply to RFP terms.
598	Page no 84	Hosting and Maintenance xxv	xxv.Use of CDN is mandatory, CDN with more POP (Point of Presence) should be used for best performance.	xxv.Use of CDN is mandatory, CDN with more POP (Point of Presence) should be used for best performance.	Request you to modify this clause to -- The proposed Cloud should have its own CSP Managed CDN service to reduce application access latency, and should have minimum 20 or more locations from which they are able to offer cloud native CDN services.  This will ensure best performance and optimum user experience to end customers of the bank who are geographically distributed across the country.	Bidder to refer Corrigendum-2
599	Page no 79	Security and Compliance	Additional Clause	Additional Clause	From Critical Security Related Requirement, it is recommended that the proposed CSP should be able to provide FIPS 140-2 Level 3 complied dedicated single tenant Cloud HSM service.  This will ensure compliance to industry best practices from security and compliance perspective.	Bidder has to comply to RFP terms.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
600	Page no 79	Security and Compliance	Additional Clause	Additional Clause	It is recommended that the proposed CSP should be recognized in the Leaders Quadrant of the latest Gartner Magic Quadrant for Cloud Infrastructure & Platform as a Service.	Bidder has to comply to RFP terms.
601	Page no 80	Security and Compliance	Additional Recommendation	<p>xix.The cloud service provider (CSP) should be STQC audited and MeITy empaneled and offer all services from India only as per guidelines of MeITy and shall at least have the following certifications:</p> <ul style="list-style-type: none"> <li>•ISO 9001</li> <li>•ISO/IEC 27001</li> <li>•ISO/IEC 27017</li> <li>•ISO/IEC 27018</li> <li>•ISO/IEC 27701</li> <li>•PCI DSS Level 1</li> <li>•TIA 942/ Uptime Institute Certification</li> </ul> <p>•CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles. SOC 1, SOC 2, SOC 3</p>	<p>It is recommended that below certifications may also be further added to the CSP requirement:</p> <ul style="list-style-type: none"> <li>&gt; ISO 22301: 2019 (Business Continuity Management)</li> <li>&gt; ISO/IEC 42001 (AI Management System)</li> </ul> <p>This will ensure adequate compliance to Business Continuity and AI Managed System best practices on the cloud environment utilised for hosting the application.</p>	Bidder has to comply to RFP terms.
602	Page no 84	Hosting and Maintenance	Hosting and Maintenance	<p>xx.DR setup of the websites should be equivalent to that of DC setup in all parameters including security and compliance and the Bidder should ensure readiness to switch to DR anytime in case of any issue in DC site.</p> <p>xxi.The DC and DR Data sites shall be physically located in India and should be at least 250 KM apart from each other.</p>	<p>We understand that the solution needs to be deployed in a three site architecture with DC, Near DR (significant distance away from DC) (for Active-Active) and a far DR for data backup. We assume that 250km distance refers to the distance between DC and Far DR site to be setup for data backup.</p> <p>Please confirm</p>	Bidder has to comply to RFP terms.
603	Page no 80	Security and Compliance	Additional Clause	Additional Clause	<p>CSP GenAI service should offer data residency, and the data should always remain within the India data centres and services should not use the customer data to improve the base models and is not shared with any model providers.</p>	<p>Bidder has to comply to RFP terms.</p> <p>Selected Bidder should comply to all regulatory guidelines with respect to data residency.</p>
604	Page no 17	Uptime	Uptime	<p>6.3The selected bidder should consider high-availability (active-active) at DC &amp; DR with maximum RPO of 15 minutes and maximum RTO of 60 minutes (the RPO &amp; RTO may be changed during the course of the contract and the vendor has to adhere to the revised RPO &amp; RTO).</p>	<p>It is proposed to modify the clause as below:</p> <p>The selected bidder should consider high-availability (active-active) at DC &amp; DR with near zero RPO of 15 minutes and maximum RTO of 10 minutes (the RPO &amp; RTO may be changed during the course of the contract and the vendor has to adhere to the revised RPO &amp; RTO). We assume that Active-Active is across two geographically distinct DC locations that are not together affected by a single natural / man-made disasters.</p> <p>Please confirm</p>	Bidder has to comply to RFP terms.
605	Page no 17	Uptime	Additional Clause	Additional Clause	<p>Proposed CSP for hosting of application should be offering cloud services from a minimum of three MeITy Empaneled Data Centres in at least one Region within India and provide the ability to operate production applications and databases that are more highly available, fault tolerant, and scalable than would be possible from a single data center. Data Centre in each region should be physically separated by a meaningful distance to protect from issues such as power outages, lightning strikes, and earthquakes affecting data centres and enable synchronous replication of traffic between these data centres.</p>	Bidder has to comply to RFP terms.



SI No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
606	Page no 17	Uptime	Additional Clause	Additional Clause	It is recommended that proposed cloud service provider shall have published on its public facing website the following: - •Service Level Agreements (SLAs) for cloud services like compute, storage, managed databases etc. •Dashboard live-status of cloud services health in India •Cloud Services outage details (if any) with Root Cause Analysis  This will help ensure effective SLA and uptime monitoring	Bidder has to comply to RFP terms.
607	Page no 97	Annexure 15	Manufacturer Authorisation Form	Manufacturer Authorisation Form	The format provided is relevant from a hardware OEM perspective. CSPs may be allowed to submit the same in their standard format. Sample format attached.  Please confirm.	Bidder to comply with RFP/GeM bid terms and Conditions
608	NA	Cost Optimisation	Additional Clause	Additional Clause	CSP should have cloud native Resource Optimization Recommendations tool to optimize the cost.  This will provide visibility and ensure effective resource and cost optimization for the deployed application.	Bidder has to comply to RFP terms.
609	NA	Existing Setup	Additional Clause	Additional Clause	Can the bank provide additional details of the existing setup	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
610	Page no 89	Annexure-9 Technical Evaluation Criteria	Annexure 9 - Sub point no 2	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	We , Applied Cloud Computing Pvt. Ltd. have successfully implemented solutions such as AWS Landing Zone setup, AWS Control Tower configuration, and multi-cloud infrastructure deployments for various public sector accounts, including Public Sector Banks (PSBs) and Public Sector Undertakings (PSUs). We kindly request you to consider these revamping and restructuring use cases as our customer references for the time being as there are no live website or web content solutions in CMS available at all.	Bidder has to comply to RFP terms.
611	Page no 35	SECTION E - SELECTION OF BIDDERS	7.1. The bidder/s who quotes the lowest price (L1) after the reverse auction will be referred as the successful bidder/ bidders and will be notified through the GeM portal. No separate intimation will be sent to the bidder in this regard.	7.1. The bidder/s who quotes the lowest price (L1) after the reverse auction will be referred as the successful bidder/ bidders and will be notified through the GeM portal. No separate intimation will be sent to the bidder in this regard.	As, bidders will be evaluated on technical scores and commercial scores, i.e. having 70% weightage to technical score and 30% to commercial score, how will commercial bid quoted in RA (Online reverse action) affect the final score in the evaluation process?	RFP is self explanatory, bidder to comply with RFP terms and Conditions
612	2 of GEM File	Bid Details	Bid to RA enabled	Yes	Please remove RA clause because in RA, Vendors will go lowest price and in low price they can not deliver project as per Canara Bank expectation as it needs a dedicated to deliver ontime daily.	Bidder has to comply to the RFP terms.
613	2 of GEM File	Bid Details	RA Qualification Rule	H1-Highest Priced Bid Elimination	This is a highly time sensitive job and needs dedicated team to deliver. Quality comes at a price, so we request you to consider removing this clause.	Bidder has to comply to the RFP terms.
614	14	SECTION C	DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.7 Further, development should only be started after approval from the Bank. Development should be done based on industry best practices and cyber security guidelines. All existing content of the website should be converted so as to comply with Government of India website guidelines (GIGW) including all PDF and HTML files. The website should be subsequently launched after approval by the Bank.	Usually it takes time to approval from the Bank or departments, hence actual timelines do not meet. So please confirm that actual timelines will be vary due to taking approval.	Bidder has to comply to the RFP terms.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
615	16	Payment Terms	One time implementation cost for Design, Development and Deployment of Canara Bank Website, IFSC Banking Unit (CBIBU) & Intranet and Creation of unified dash board and migration of Domain / DNS of all Canara Bank Domains and Sub-Domains Domain / DNS management	On successful Go-Live of Canara Bank websites and intranet and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting Liquidated Damages (if Any).	In SOW starting, It is mentioned that Vendor has to Migrate Canara Bank Website but we have seen Design and development in many places. So Please confirm that there is not new design and development of Canara Bank Website.	Bidder has to comply to the RFP terms.
616	17	Payment Terms	Onsite Resources	Payment will be Quarterly in arrears as per Table-D of Annexure-16 after deducting applicable penalties and Liquidated damages (if Any).	Please make it Monthly because Vendor has to pay resources salary on monthly basis.	Bidder has to comply to the RFP terms.
617	38	Performance Security		The successful bidder should submit a Performance Security equivalent to 5% of the Total Cost of Ownership (TCO) within 28 days from the date of acceptance of the Purchase Order with a validity period of 62 Months from the acceptance of PO. The guarantee should also contain an additional claim period of 2 months from the last date of validity.	Please reduce the Bank Guarantee from 5% to 3% without GST of Total PO Value.	Bidder to comply with RFP/GeM bid terms and Conditions
618	64	Annexure-2	Pre-Qualification Criteria	The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Please amend this clause - The bidder should have experience in designing/revamping and maintained minimum 2 interactive and multilingual websites out of which at least one should be a Public Sector or Private Sector Bank in India or Financial Institutions/PSU/ Central Government Organizations in India with web Content Management Solution (CMS) of Rs. 50 Lakh during the last 3 years as on the submission of Bid. (Note: The websites must be in operation and maintained by the bidder as on date of the RFP.)	Bidder has to comply to the RFP terms.
619	64	Annexure-2	Pre-Qualification Criteria	The bidder should have an average annual turnover of Rs.10 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Please amend this clause - The bidder should have an average annual turnover of Rs. 8 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder to comply with RFP/GeM bid terms and Conditions
620	66	Annexure-2	Pre-Qualification Criteria	The bidder should support office at Bengaluru for 24x7 support.	Please amend this clause - The bidder should support office in India for 24x7 support.	Bidder to refer Corrigendum-2
621	80	Scope of Work	Security and Compliance	The Bidder will be responsible for complying to all Enhanced Access and Service Excellence (EASE) Reforms with respect to Website / Cloud parameters throughout the contract period.	Please provide Details on EASE	Bidder has to comply to RFP terms. Additional details, if required, will be shared with the selected bidder.
622		Additional			If We have done same organisation work in past which comes in last 3 years and new contract also handling by us then will these count 1 time or twice?	Twice

Date:16/06/2025  
Place: Bengaluru

Deputy General Manager

Su

