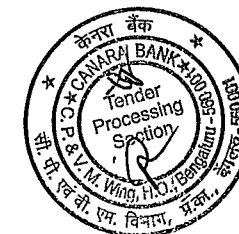


Reply to Prebid Queries for GeM bid ref: GEM/2024/B/5679383 dated 09/12/2024 for Selection of Service Provider for Engaging two onsite resources for managing IT-GRC (Information Technology-Governance, Risk & Compliance) Solution in Canara Bank for 1 year

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	62	Annexure 9	1. Broad scope of work of Support resource	1.1. Conducting Gap Assessment of existing Solution.	What is the current implementation structure of Archer in Canara Bank? How many modules/use cases of Archer are currently in use by Canara Bank?	Currently our Bank has availed 8 modules of GRC
2	62	Annexure 9	1. Broad scope of work of Support resource	1.6. Train and handhold SPOCs (Single point of contact) on each use-case as currently configured in Archer	What is the current user base comprising of end users of Archer platform? How many concurrent users on the Archer platform?	Maximum of 100 SPOCs
3	62	Annexure 9	1. Broad scope of work of Support resource	1.6. Train and handhold SPOCs (Single point of contact) on each use-case as currently configured in Archer	Are the SPOC(s) based out of Bengaluru or other locations as well?	The SPOC(s) are based out of Bangalore.
4	62	Annexure 9	1. Broad scope of work of Support resource	1.12. Implementing of Archer APIs and integration of the same with other tools of the bank (Ex. Integration with Tenable)	Is the existing Archer platform integrated with other Canara Bank IT platform? If yes, what are the platforms that are currently integrated with Archer?	No. Bank expects API integration going forward
5	62	Annexure 9	1. Broad scope of work of Support resource	1.1. Conducting Gap Assessment of existing Solution.	How is Archer platform being managed presently, in-house or through a third-party?	Archer platform is presently being managed by Third Party
6	62	Annexure 9	1. Broad scope of work of Support resource	1.1. Conducting Gap Assessment of existing Solution.	Is the existing configuration of Archer 'Out of Box' or has there been customization done aligning it to the Canara Bank processes?	The platform is customised as per Banks requirement
7	62	Annexure 9	1. Broad scope of work of Support resource	1.1. Conducting Gap Assessment of existing Solution.	What is the current platform version of the Archer platform?	The current platform version is 2024.08
8	62	Annexure 9	1. Broad scope of work of Support resource	1.1. Conducting Gap Assessment of existing Solution.	Is the Archer platform hosted on-premises in the Canara Bank IT environment or is it a Cloud based/SaaS solution?	It is hosted on-premises in the Canara Bank IT environment.
9	62	Annexure 9	1. Broad scope of work of Support resource	1.4. Map existing data into the solution	Is the support resource also required to work on the data sanitization/data accuracy/ data completeness and alignment before putting in the the Archer platform?	Yes



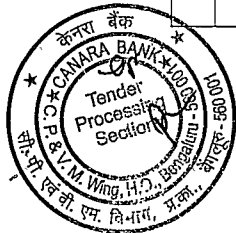
10	62	Annexure 9	1. Broad scope of work of Support resource	1.1. Conducting Gap Assessment of existing Solution.	How many instances of Archer platform are currently used by Canara Bank? For e.g. Production, Development, UAT, etc.? Is the supplier expected to provide support services only to the Production environment or also to Non production environment in terms of platform maintenance etc.?	Both UAT and Production.
11	62	Annexure 9	1. Broad scope of work of Support resource	1.1. Conducting Gap Assessment of existing Solution.	What is the current process of assigning of requests/incidents/issues from Archer platform perspective?	Ticket is being raised with Archer currently.
12	62	Annexure 9	1. Broad scope of work of Support resource	1.10. To support and close VAPT observations within stipulated time.	Is the support resource expected to implement the remediation suggested on the Archer platform/infrastructure as part of the VAPT report?	Yes
13	62	Annexure 9	1. Broad scope of work of Support resource	1.11. To support and close observations related to RBI Audit and other internal audits of Bank	Please let us know what are these observations? Are these technical observations/data updates that the technical resource needs to perform on the Archer platform?	As and when RBI observes the same will be shared with the selected bidder
14	62	Annexure 9	1. Broad scope of work of Support resource	1.1. Conducting Gap Assessment of existing Solution.	What is the current platform or methodology used by Canara Bank in terms of 'Metrics and Reporting' pertaining to the Archer platform? What sorts of reports are currently leveraged to analyse the Archer platform and performance?	Details will be provided to the selected bidder
16	63	Annexure 9	1. Broad scope of work of Support resource	Licensing model	Please clarify the licensing model for third-party software components.	No licensing model is mentioned in RFP
17	64	Annexure 9	1. Broad scope of work of Support resource	Sub-clause 13.5.2	Are there any specific certifications or compliances mandatory for bidder qualification?	The RFP clauses are self explanatory and Bidder to comply with RFP terms & conditions.
18	65	Annexure 9	1. Broad scope of work of Support resource	Sub-clause 14.2.3	Can you provide additional clarification on the ownership of intellectual property for the developed solution?	The RFP clauses are self explanatory and Bidder to comply with RFP terms & conditions.
19	66	Annexure 9	1. Broad scope of work of Support resource	Generic	Is there a preferred methodology (e.g., Agile, Waterfall) specified for project execution?	No
20	67	Annexure 9	1. Broad scope of work of Support resource	Generic	Could you provide sample data or a sandbox environment for testing purposes?	UAT environment is available and further details will be provided to the selected bidder



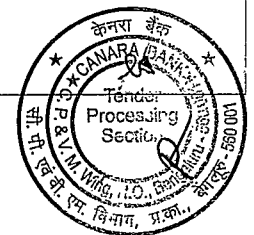
22	68	Annexure 9	1. Broad scope of work of Support resource	Train and handhold SPOCs	How many SPOCs will require training, and will this be a one-time activity or ongoing?	Around 100 SPOCs will require Ongoing training activity
23	69	Annexure 9	1. Broad scope of work of Support	Archer upgrades and DR Drills	What is the frequency of DR drills, and will there be a predefined schedule?	Presently Half Yearly and as and when required
24	70	Annexure 9	1. Broad scope of work of Support	Close VAPT observations	Could you provide examples of typical VAPT observations expected to be addressed?	Details will be provided to the selected bidder
25	71	Annexure 9	1. Broad scope of work of Support resource	Configure user groups, roles, etc.	Are there predefined policies or guidelines for configuring user groups and roles within the solution?	Details will be provided to the selected bidder
26	72	Annexure 9	1. Broad scope of work of Support	Upload data records	Could you provide an estimate of the volume and frequency of data uploads?	Details will be provided to the selected bidder
29	73	Annexure 9	1. Broad scope of work of Support	Monitoring Archer content for ISO updates	Does the Bank have a preferred method or tool for tracking ISO updates?	Bank has no preferred method or tool. Industry best practices
30	74	Annexure 9	1. Broad scope of work of Support	Provide root cause analysis	Could you share historical data on typical incidents or events requiring RCA?	Details will be provided to the selected bidder
31	75	Annexure 9	1. Broad scope of work of Support resource	Configuring specified modules	Are the listed modules already partially operational, or will the configuration be from scratch?	Yes, the modules are partially operational
32	76	Annexure 9	1. Broad scope of work of Support	Push for increased Archer adoption	Are there specific KPIs to measure the adoption rate increase?	Details will be provided to the selected bidder
33	77	Annexure 9	1. Broad scope of work of Support resource	Suggesting roadmaps for unimplemented use cases	Could you provide an inventory of unimplemented use cases to guide roadmap development?	Details will be provided to the selected bidder
34	78	Annexure 9	1. Broad scope of work of Support resource	Review current solution implementation and customize	Clarify the extent of "minor changes" required. Are these changes limited to specific modules, or do they span the entire solution?	Both. Minor changes are limited to specific modules as well as the entire solution.
35	79	Annexure 9	1. Broad scope of work of Support resource	Support tasks including Service & Change Requests	Can you specify the maximum number of change requests expected annually?	It is an ongoing process - customization has to be done according to the requirements of the Bank
36	80	Annexure 9	1. Broad scope of work of Support resource	Archer API implementation and tool integration	Please provide details on tools currently integrated with Archer and any planned integrations.	Details will be provided to the selected bidder
37	81	Annexure 9	1. Broad scope of work of Support resource	Incorporating new tool features	Are new features expected to be implemented upon release, or will the Bank specify the timeline?	All new features to be implemented upon release
38	13	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than	6.3.1.P1 Call GRC Application is not accessible at any point of time during the period of contract	Could you clarify the expected penalties if the GRC application is inaccessible due to third-party integration failures?	The RFP clauses are self explanatory and Bidder to comply with RFP terms & conditions.



39	13	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.1.P1 Call One/more modules are not accessible due to application related issues at any point of time during the period of contract.	Are there any specific SLAs for module accessibility during maintenance or upgrades?	The RFP clauses are self explanatory and Bidder to comply with RFP terms & conditions.
40	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.1.P1 Call Non-compliance of timeline for BCP/ cutover exercise (DR drill).	What is the frequency and scope of the BCP/cutover exercises, and how will they be monitored?	Frequency of BCP/cutover is Presently Half Yearly.
41	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.1.P1 Call Non-compliance of timeline for RTO and RPO.	Can the penalties for RTO and RPO non-compliance be adjusted based on the severity and duration of the incident?	No.The same cannot be adjusted
42	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.1.P1 Call Such calls shall be resolved within 3 hours of raising the call.	Will the response time for P1 calls be measured from the time the call is raised or acknowledged?	The call will be measured from the time the call is raised.
43	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.2.P2 Call Customizations done are Working in UAT and not working in production after deployment.	Are there specific criteria for testing UAT-to-production customizations to minimize discrepancies?	Details will be provided to the selected bidder
44	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.2.P2 Call Customization that is developed impacting any other functionality / component in production on moving the functionality from UAT.	Could you provide examples of acceptable mitigations for functionality impacts post-deployment?	Details will be provided to the selected bidder
45	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.2.P2 Call DC-DR not in sync.	What tools or mechanisms are expected for DC-DR synchronization and reporting compliance?	Details will be provided to the selected bidder



46	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.2.P2 Call Such calls shall be resolved within 6 hours of raising the call	Will the resolution time for P2 calls include activities dependent on third-party systems?	Bidder to comply with RFP terms & conditions.
47	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.3 P3 Call UAT environment not working at any point of time during the period of contract.	Are there any backup UAT environments to support critical activities during outages?	UAT is available
48	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.3 P3 Call Version Upgrade minor, Patching of solution.	How frequently are minor version upgrades and patches expected, and what is the typical downtime allowed?	Minor version upgrades and patches will be as released by the OEM. Downtime will be based on the requirement
49	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.3 P3 Call Closure of VA/PT, RBI audit or any other audit observations.	What are the timelines for closure of audit observations, and how will they be communicated to vendors?	Closure of VA/PT, RBI audit or any other audit observations will be as per Banks policy. The asme will be communicated to the selected bidder
50	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.3 P3 Call CA (Root Cause Analysis) to be provided for all issues.	Are there standard templates or formats for RCA submissions to align with compliance needs?	Details will be provided to the selected bidder
51	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.3 P3 Call Backup and restoration activities that are planned/unplanned could not be completed successfully.	Can planned restoration activities be excluded from penalties if sufficient notice is provided?	Bidder to comply with RFP terms & conditions.
52	14	Section C :	6.3 Penalties/Liquidated damages for uptime maintenance (Other than Hardware failures)	6.3.3 P3 Call Such calls shall be resolved within 16 hours of raising the call.	Will escalation procedures be predefined for P3 calls exceeding the 16-hour resolution window?	Bidder to comply with RFP terms & conditions.



53	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9.Onsite Resources & Support	9.1.Vendor has to provide complete support for maintenance of the IT-GRC solution along with end to end installation, upgradation, implementation, if required during contract period and Vendor will be responsible for attending complaints during 10.00 AM to 6.00 PM.	Please confirm if this will be only during the bank working days.	Yes, during Bank working days
54	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9.Onsite Resources & Support	9.7.At least one resource from the OEM should be available during the review of Current Solution and performing Gap Assessment. Onsite support should be on the pay roll of the OEM and should have OEM certification for the Archer GRC solution.	Can the bidder do the current state analysis/gap assessment and get it certified through OEM?	Bidder to comply with RFP terms & conditions:
55	18	SECTION C - DELIVERABLE AND SERVICE LEVEL	10.Local support	10.4.The bidder will be responsible for attending complaints on 24*7 basis during the contract period.	Does the Bank expect the Bidder to have a 24X7 support on complaints? If yes, can the support be provided from remote locations post the working hours of the Bank.	Yes the Bidder to have a 24X7 support on complaints.
56	52	Annexure-2	Pre-Qualification Criteria	The Bidder has to submit Due-Diligence Report from any SEBI registered Credit Rating agencies in India	Can KPMG request this clause to be removed from the Pre-Qualification Criteria?	Bidder to refer to Corrigendum-1
57	62	Annexure-9	Scope of Work	1.2.Review current solution implementation and customize the solution (minor changes) as per the Bank's current requirement: The Support resource needs to analyze the current build of all use cases within the solution as per the design discussed during development.	Kindly confirm on the number of use cases to be analyzed and where customizations are required.	Details will be provided to the selected bidder
58	62	Annexure-9	Scope of Work	1.4.Map existing data into the solution: The Support resource needs to map Bank's existing data being captured against use cases build within the solution and ensure all data is captured within the solution and can be utilized by each team.	Kindly confirm if the data for these use cases stored elsewhere in any of the in-house applications. How many integration points to be looked at for bringing the data into Archer?	Details will be provided to the selected bidder
59	62	Annexure-9	Scope of Work	1.7.Provide detail user-guides for existing and future users for each process: The Support resource needs to provide detail user guides with step by step clicks to perform tasks for each process.	Please confirm if there are existing user guides or it has to be prepared from scratch.	Yes User guide to be prepared from scratch.

