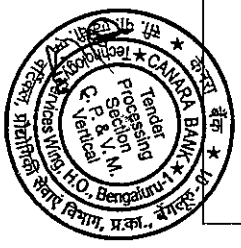


Sl No	Page No	Section	RFP Clause/Slno Clause	Detailed Clause No	Roll Out, Operations and Maintenance of Robotic Process Automation Solution for a period of five (05) years in Canara Bank	Bidders Query	Bank's Reply
1	2	Section 1: BID SCHEDULE	Last Date, Time and Venue for Submission of Bids	Last Date, Time and Venue for Submission of Bids		Requesting Canara Bank to kindly give an extension for submitting the bid by 23 rd May-25	Bidder to refer the Corrigendum 2 for extension and bidder to comply with RFP terms and conditions.
2	14	SECTION B - INTRODUCTION	8.4 Project Completion and Management	8.4.1 For smooth completion of project, the selected Bidder should identify one or two of its representatives at Bangalore as a single point of contact for the Bank.		Will Project Management and Governance be the responsibility of the bidder or Canara Bank? Kindly confirm.	Project Management is responsibility of bidder. Bidder has to manage the project from initiation to completion, including planning, resource allocation, execution, and ensuring the project meets the timelines. Governance be the responsibility of the Canara Bank with the co-ordination with selected bidder.
3	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines: Section 1.4	1.4 Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty should be applicable to the altered locations also.		The Infrastructure, hardware, VMs, and software like OS, underlying applications, MS Office, etc. will be procured and installed by Canara Bank, whereas bidder is supposed to supply, install, implement and maintain the OEM software and licenses. Please confirm whether this understanding is correct.	Understanding is correct and Bidder to comply with RFP terms and conditions.
4	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Section 1.3	Project Timelines		What are the number of processes being targeted for Phase I and II along with their complexity levels?	Phase I details will be shared with selected bidder. In Phase II 80 process need to be migrated. High 24, Medium 17, Low 39.
5	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Section 1.3	Project Timelines		Please provide us the high level overview of Bank's existing architecture so that a robust architecture for RPA solution can be proposed in that context.	Latest architecture will be shared with selected bidder.
6	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Project Timelines: Section 1.3	The selected bidder should supply, install, implement, integrate, customize, UAT, go-live and migration of the proposed solution should be completed within Eighteen (18) weeks from the date of acceptance of the Purchase Order or Eighteen (18) weeks from hardware readiness by the Bank whichever is later.		Migration of existing processes from one OEM to another OEM would require re-design, development and testing of the solutions, considering the same, 18 weeks would be insufficient to migrate the solutions. Requesting Bank to share the number of existing automations (along with their complexities) which are in-prem or on cloud?	OEM is Upath and for others please refer Corrigendum for the same.
7	15	Section 1.3.2	Phase-I Solution Implementation (DC & DR with Active/passive):	The selected bidder should supply the proposed solution with all the components of RPA solution at DC and DR with enterprise-wide licenses of Robotic Process Automation solution & Middleware Licenses/ other tool if applicable at DC & DR locations with active/passive of Purchase Order or Six (6) weeks Hardware readiness by the Bank whichever is later.		Please share the list or count of DC/DR locations being planned. And does the Bidder need to travel to DC/DR locations?	DC is in Bangalore & DR is in Mumbai. If required Bidder has to travel to respective locations.
8	15	Section 1.3.2	Phase-I Solution Implementation (DC & DR with Active/passive):	The selected bidder has to ensure install, implement, integrate, customize, UAT and go-live of the solution & Middleware Licenses/ other tool if applicable at DC & DR locations with active/passive setup within Twelve (12) weeks from the date of acceptance of Purchase Order or Twelve (12) weeks from the Hardware readiness by the Bank whichever is later.		Is the 12 weeks timeline given just to setup the new OEM software in the Canara Bank environment? Or Bot implementation as well? The implementation duration varies based on the complexity of the business process, requesting bank to kindly amend the timeline based on complexity of the process and also share the complexity matrix.	Bidder to refer the Corrigendum 2 & Corrigendum 3 and Comply with RFP terms and conditions.



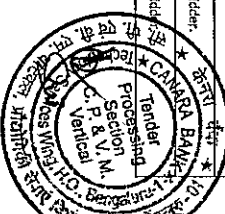
23	72	Annex B Scope Of Work	Section B - Scope of Work	1.8 Scope of Work	Please specify if the bank prefers an on-premises, cloud, or hybrid deployment model for the RPA Infrastructure.	On-Premises Model
24	15	Section C - Deliverable And Service Level Agreements	Section C - Project Timelines	1.3 Project Timelines	Kindly elaborate the US/BCP requirements, especially failover expectations between DC and DR sites, RPO and RTO targets.	RPO and RTO will be 15/20 minutes respectively, but it is not fixed, its bank discretion to change the RPO, RTO at anytime.
25	72	Annex B Scope Of Work	Section B - Scope of Work	1.8 Scope of Work	Please clarify the licensing expectation: Are enterprise-wide licenses preferred or per-seat licensing? Kindly confirm the number of bot licenses initially and estimated scale-up.	Please refer scope of work and Bidder to comply with RFP terms and conditions.
26	15	Section C - Deliverable And Service Level Agreements	Section C - Project Timelines	Phase-II Existing Process Migration	Kindly specify the number of existing RPA processes the bank expects to migrate to the new platform. Also, please confirm the existing RPA technology stack, if any (e.g., UiPath, Automation Anywhere).	80 RPA processes needs to be migrated and existing RPA technology stack is UiPath.
27	19	Section C - Deliverable And Service Level Agreements	Section C - Onsite Resources	1.9 Onsite Resources	Please confirm the number of dedicated onsite resources expected during the project execution phase and steady-state operation phase, split between L1 and L2 support roles.	After Go live.
28	19	Section C - Deliverable And Service Level Agreements	Section C - Training	1.8 Training	Kindly provide the number of Bank personnel to be trained separately for: (a) Developers, (b) Administrators, and (c) Business Users. Please confirm whether Certification training is mandatory.	Details will be provided to selected bidder.
29	18	Section C - Deliverable And Service Level Agreements	Section C - SLA	Uptime Clause 1:11	Please confirm if there is any SLA relaxation allowed during the initial Go-live and stabilization period of the RPA solution.	Bidder to comply with RFP terms and conditions.
30	20	Section C - Deliverable And Service Level Agreements	Section C - SLA	Penalties and Liquidated Damages	Please clarify whether the uptime penalties and absentee penalties can be mutually capped during contract finalization.	Bidder to comply with RFP terms and conditions.
31	35	Section E - Selection Of Bidder	Section E - Bidder Presentation / POC	3.6	Kindly clarify if a fresh Proof of Concept (POC) is mandatory, even if bidder has successfully implemented similar solutions in BFSI sector. If yes, please share detailed POC scope.	If Bank is conducting POC, required details will be shared.
32	23	Section C - Deliverable And Service Level Agreements	Section C - Payment Terms	1.13 Payment Terms	Please confirm if milestone-based progressive payments will be allowed for licensing, implementation, and migration activities separately instead of lump sum post-go-live payments.	Bidder to refer the Corrigendum-3 and Bidder to comply with RFP terms and conditions.
33	80	Annexure-9 Technical and Functional Requirements	Section B - Technical / Functional Requirements	Annexure-9	Kindly clarify if there is any expectation for inclusion of Intelligent Document Processing (OCR/AI/ML-based automation) along with RPA solution.	Bidder to refer the Corrigendum-3 for the same.
34	19	Section C - Deliverable And Service Level Agreements	Section C - Support Requirements	1.9 Onsite Resources	Post stabilization, can the Bank accept a hybrid on-site-offsite (remote monitoring) support model?	No, bidder has to comply RFP terms and conditions
35	80	Annexure-9 Technical and Functional Requirements	Section B - Functional Requirements	Annexure-9	Please confirm if the bank has defined specific KPIs for bot performance (e.g., utilization rate, error rate, success rate) that must be measured monthly and shared in dashboards.	Details will be provided to selected bidder.
36	85	Annexure-9 Technical and Functional Requirements	Section E - Technical Evaluation	Annexure-9	Please share weighted distribution across the different technical evaluation criteria listed under Annexure-9 for greater transparency.	Bidder has to comply RFP terms and conditions
37	17	Section C - Deliverable And Service Level Agreements	Section C - Warranty/Support	Clause 1:10	Can the OEM provide Level 3 escalation support, remotely, or is all support expected to be on-site throughout the 5-year term?	Bidder has to comply RFP terms and conditions
38	19	Section C - Deliverable And Service Level Agreements	Section C - Training	Clause 1:8	Will the Bank provide infrastructure (laba, systems) during training sessions, or should bidder provision it within their cost?	Yes, Bidder to refer the RFP for the same.
39	24	Section C - Deliverable And Service Level Agreements	Section C - Scope During Contract	Clause 1:14	Please confirm if RPA upgrades during the contract period must be provided at no additional cost. Does this apply to minor patches only or also to major version upgrades?	Bidder to refer to Scope of Work (Annexure - 8) & Bidder has to comply RFP terms and conditions
40	33	Section E - Selection Of Bidder	Section E - Bidder Evaluation	3.4-4.11	Kindly confirm if Bank will disclose the final normalized score post-Technical-commercial evaluation.	Yes, Bidder to comply with RFP terms and conditions.
41	23	Section C - Deliverable And Service Level Agreements	Section C - Payment Terms	Clause 1:13	Please confirm if premium support cost must be quoted separately and what is the SLA response/resolution time expected under premium support.	Bidder to refer to Corrigendum-3 amended bill of Material Annexure 14 & Bidder has to comply RFP terms and conditions.
42	19	Section C - Deliverable And Service Level Agreements	Section C - Onsite Resources	Clause 1:9	Is it mandatory to provide biometric-attendance reports for onsite resources or will time-sheet + approval suffice?	No metric attendance
43	17	Section C - Deliverable And Service Level Agreements	Section C - Acceptance	Clause 1:7	What is the acceptance testing protocol? Will Bank provide documented test cases and success criteria for UAT & go-live sign-off?	Bank will complete testing based on requirement given, after solution is working correctly UAT sign off will be provided
44	72	Annex B Scope Of Work	Section B - Scope of Work	1.8 Scope of Work	Please confirm if RPA CoE setup (Center of Excellence) is part of the scope.	Bidder has to comply RFP terms and conditions



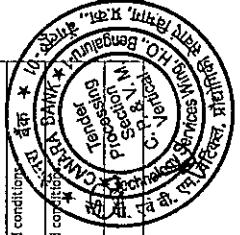
45	15	Section C - Deliverable And Service Level Agreements	Section C - Project Timelines	1.3.1. The selected bidder should supply the proposed solution with all the components of RPA solution at DC and DR with enterprise-wide licenses of Robotic Process Automation solution & Middleware licenses/ other tool. If applicable at DC & DRC Locations with active/passive setup within Six (6) weeks from the date of acceptance of Purchase Order or Six (6) weeks Hardware readiness by the Bank whichever is later.	For the stated 12-week and 18-week deadlines, is there provision for formal extension in case of dependency on Bank Infra/app teams?	Bidder to refer the Corrigendum for the same and bidder to comply with RFP terms and conditions.
46	23	Section C - Deliverable And Service Level Agreements	Section C - Payment Terms	Can billing begin after DC installation alone, or must both DC and DR be live for first milestone payment release?	Bidder to comply with RFP terms and conditions.	
47	72	Annex 8 - Scope Of Work	Annexure-8	Does the Bank expect audit log/analytics/reporting capabilities as part of the RPA dashboard?	Yes	
48	20	Section C - Deliverable And Service Level Agreements	Section C - SLA	Does the 99.50% uptime calculation include scheduled maintenance/downtime windows or exclude them?	Bidder to comply with RFP terms and conditions.	
49	25	Section C - Deliverable And Service Level Agreements	Section C - Local Support	Please confirm if an on-site ticketing/helpdesk tool is required, or can vendors integrate with Bank's existing system (if any)?	Details will be provided to selected bidder.	
50	19	Section C - Deliverable And Service Level Agreements	Section C - KYC Requirements	Can you clarify how soon the selected bidder's onsite resources must be deployed post-signoff - Is there a buffer period?	After Go live.	
51	72	Annex 8 - Scope Of Work	Annexure-8 - Scope of Work	Can the Bank share sample RPA use cases or scenarios (e.g., reconciliation, account opening, KYC updates) that need to be automated under this engagement?	Details will be provided to selected bidder.	
52	72	Annex 8 - Scope Of Work	Annexure-8 - Scope of Work	To what extent is process customization or enhancement expected during RPA bot deployment (e.g., multi-step workflows, dynamic decision trees)?	The objective is to implement end-to-end automation process for any given usecase.	
53	72	Annex 8 - Scope Of Work	Annexure-8 - Scope of Work	Does the Bank expect real-time bot monitoring with alerting and dashboards as part of the RPA solution?	Yes	
54	72	Annex 8 - Scope Of Work	Annexure-8 - Scope of Work	Is automated exception handling with escalations to human users expected in the RPA workflows? Should this be a configurable feature?	Yes	
55	72	Annex 8 - Scope Of Work	Annexure-8 - Scope of Work	Are reusable components, bot templates, or process libraries expected to be part of the RPA delivery framework?	Yes	
56	72	Annex 8 - Scope Of Work	Annexure-8 - Scope of Work	Should the RPA platform support parallel execution of multiple bots across processes/branches? Please confirm concurrency expectations.	Yes	
57	72	Annex 8 - Scope Of Work	Annexure-8 - Scope of Work	Does the bank require detailed analytics and reporting features to measure bot performance, time saved, and ROI metrics?	Yes	
58	72	Annex 8 - Scope Of Work	Annexure-8 - Scope of Work	Does the Bank intend to establish a full-fledged RPA Center of Excellence (CoE) as part of this engagement? If yes, please share expected roles and responsibilities.	Bidder to comply with RFP terms and conditions.	
59	72	Annex 8 - Scope Of Work	Annexure-8 - Scope of Work	Should the RPA platform provide audit-trails of bot activity, access logs, and role-based access controls as per RBI compliance?	Yes, Bidder to comply with RFP terms and conditions.	
60	72	Annex 8 - Scope Of Work	Annexure-8 - Scope of Work	Is the bidder expected to carry out process discovery or reengineering workshops to identify new automation opportunities during the contract period?	Yes, Bidder to comply with RFP terms and conditions.	
61	75	Section C	1.3.3	Please confirm if both DC and DR are expected to be fully operational and independently capable of handling complete RPA operations at all times during the contract period.	Yes both DC and DR are expected to be fully operational and independently capable of handling complete RPA operations at all times during the contract period	
62	72	Section C	1.3.4	Kindly provide a list of existing RPA processes including platforms, complexity levels, and integration points to help us scope the migration accurately.	80 processes (UPATH) High 24, Medium 17, Low 39	
63	75	Section C	1.3.2	Is the switchover between DC and DR expected to be automatic or manual? Please also share RTO/RPO requirements and any DR drill frequency expectations.	Orchestrator level High availability should be there with in DC and Active passive setup between DC & DR	
64	72	Section C	1.3.2	Please clarify if the N+1 node setup applies only to unattended bots or all bots, and if bot licenses need to support dynamic reassignment across nodes.	For Unattended Bots.	
65	17	Section C	Warranty/Support	Can support activities be delivered through third-party teams certified by OEM, or is OEM-direct support mandatory during the five-year warranty?	Yes, Bidder to comply with RFP terms and conditions.	
66	15	Section C	1.3.1	Initial Deployment Timeline: 1.3.1. The selected bidder should supply the proposed solution with all the components of RPA solution at DC and DR with enterprise-wide licenses of Robotic Process Automation solution & Middleware licenses/ other tool. If applicable at DC & DRC Locations with active/passive setup within Six (6) weeks from the date of acceptance of Purchase Order or Six (6) weeks Hardware readiness by the Bank whichever is later.	This clause is self explanatory, Bidder to comply with RFP terms and conditions.	



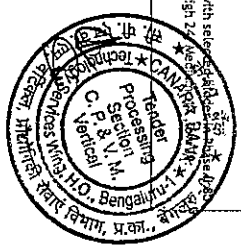
67	19	Section C	Training	Training Scope	How many Bank personnel are expected to be trained? Should the training content address both technical (developer) and non-technical (business user) roles?	Details will be shared to selected Bidder.
68	19	Section C	Onsite Resources	Onsite Support Environment	Will Canara Bank provide desks, systems, Internet, and VPN access for L1 and L2 resources onsite or should the bidder provision all infrastructure? Are those included in the downtime calculation?	Bank will provide the infrastructure.
69	21	Section C 6. Uptime	Uptime SLA	99.50% Uptime Guarantee	Does the defined monthly uptime exclude scheduled maintenance windows or are those included in the downtime calculation?	Bidder to comply with RFP terms and conditions.
70	24	Section C	11.1	Scope involved during contract period	Please clarify if the bidder is required to supply and configure middleware tools or if existing Bank tools will be leveraged.	Bidder to comply with RFP terms and conditions.
71	15	Section C	1.3.3	Migration Documentation	Will access to source code or box design documentation of the existing processes be provided or is reverse engineering expected?	Process Documentation will be provided to the bidder.
72	15	Section C	1.3.3	Migration Approach	Please confirm if process reengineering or redesign will be required or if it's a lift-and-shift approach.	Bidder to comply with RFP terms and conditions.
73	15	Section C	1.3.2	Control Room HA	Can the bank confirm if a clustered setup is expected within DC for orchestrator HA or if a standby-based design is sufficient?	Bidder to comply with RFP terms and conditions.
74	15	Section C	1.3.2	DR Synchronization	Will real-time or scheduled data sync between DC and DR be required? Please specify the preferred data replication method or tool.	Bidder to comply with RFP terms and conditions.
75	18	Section C	Uptime SLA	Process Exceptions	If multiple process failures occur but uptime is not impacted, will the still attract penalties?	Bidder to comply with RFP terms and conditions.
76	15	Section C	1.3.1	Infrastructure Dependencies	Should the bidder factor in dependencies on bank teams (e.g., firewall access, VPN setup) in implementation timelines?	Bidder to comply with RFP terms and conditions.
77	15	Section C	1.3.1	Slaging Environments	Will the bank provide Dev/Test/UAT environments or should the bidder provision them?	Bidder to comply with RFP terms and conditions.
78	19	Section C	Onsite Resources	Resource Continuity	Can onsite resources be rotated with notice or must they remain fixed for the project duration?	Bidder to comply with RFP terms and conditions.
79	19	Section C	Onsite Resources	Shift Support	Is support expected during weekends and public holidays or is standard weekday coverage sufficient?	Yes support is expected 24x7x365.
80	19	Section C	Training	Duration & Structure	Is there a required duration or breakdown for training modules (e.g., admin, developer, business user)?	Details will be shared to selected Bidder.
81	19	Section C	Maintenance	Monitoring Tools	Will the bank require proactive monitoring for bot health and license usage?	Bidder to comply with RFP terms and conditions.
82	19	Section C	Maintenance	Incident Management	Are there specific ITSM tools like ServiceNow or Remedy that the solution must integrate with?	Details will be provided to selected Bidder.
83	25	Section C	Security	Endpoint Compliance	Please confirm if Bank has any mandatory endpoint protection tools that must be installed on bot VMs.	Yes, Details will be provided to selected Bidder.
84	26	Section C	Security	Certifications	Are there mandatory compliance certifications required for the solution (e.g., ISO 27001, SOC 2, CERT-IN)?	Bidder to comply with RFP terms and conditions.
85	16	Section C	Security Audit	Audit Timeline	Will security audit findings need to be resolved within specific SLA timelines at bidder's cost?	Yes, Bidder to comply with RFP terms and conditions.
86	16	Section C	Security	SIBM Integration	Should bots and orchestrator integrate with existing SIBM tools for alerting and log streaming?	Yes, Bidder to comply with RFP terms and conditions.
87	77	Annexure 8	Onsite Resource/Support - 6,d	Incident Response	What is the expected TAT for issue resolution during business and non-business hours?	Details will be provided to selected Bidder.
88	46	Section G	11. Guarantees	Patch Management Scope	Does patch management include OS-level patching or just the RPA platform and bots?	RPA Solution including its dependencies and as per RFP terms and conditions.
89	16	Section C	1.3.2	DR Testing	How often should DR drills be conducted, and is an audit report submission required?	As per Bank discretion any time.
90	16	Section C	1.3.1	Software Stack	Are open-source components permissible in the architecture if secure and supported?	Bidder to comply with RFP terms and conditions.
91	23	Section C	10. Payment Terms 10.1.b	UAT Sign-off	Is UAT sign-off for migrated bots required from process owners or central IT only?	Bidder to comply with RFP terms and conditions.
92	19	Section C	Training	Certification	Is OEM certification for trained bank users (developer/admin) mandatory or optional?	Bidder to comply with RFP terms and conditions.
93	19	Section C	Onsite Resources	Change Management	Are changes to bots subject to formal change control or can onsite L2 team make approved fixes directly?	Bidder to comply with RFP terms and conditions.
94	19	Section C	Onsite Resources	Remote Support	Is remote support acceptable during off-hours for non-critical issues or must resources be onsite 24x7?	Resources must be onsite 24/7.
95	26	Section C	Right to Audit	Third-Party Resolution	Will the Bidder be held liable for audit issues caused by subcomponents (e.g., OCR, NLP engines)?	Bidder to comply with RFP terms and conditions.
96	21	Section C	9.2.3	Maintenance Exclusion	Are scheduled patch windows excluded from uptime calculations or not?	Bidder to comply with RFP terms and conditions.
97	15	Section C	1.3.2	DB Architecture	Can control room nodes share a single DB cluster or must they use independent databases?	Details will be provided to selected Bidder.
98	15	Section C	1.3.2	Latency Constraints	What is the current expected latency between DC and DR, and are there bandwidth limits for replication?	Details will be provided to selected Bidder.
99	25	Section C	12. Local Support	Escalation Matrix	What is the expected frequency and format for reporting escalations to Bank stakeholders?	Details will be provided to selected Bidder.



100	59	Section C	Security	Credential Vaulting	Are bots expected to integrate with Bank's PAM solution for storing and retrieving credentials securely?	Yes, Bidder to comply with RFP terms and conditions.
101	77	Annexure 8 - Scope of Work	6. Onsite Resource/Support. D	Backup and Restore	Will the bidder be responsible for automated backup and restore for bot configuration, data, and scripts?	Bidder to comply with RFP terms and conditions.
102	78	Annexure 8 - Scope of Work	6. Onsite Resource/Support. M	Bot Failover Alerts	Should bot failovers automatically trigger incident alerts or tickets creation in Bank's ITSM platform?	Yes
103	15	Section C	1.3.2	Business Continuity	Are there any defined BCP/DR guidelines that bidder must align automation infrastructure with?	Details will be shared to selected Bidder.
104	23	Section C	10. Payment Terms	AMC and Warranty Pricing	Should bidders include AMC/support costs for all 5 years in the commercial bid or only post-warranty years?	Yes bidders should include AMC/support costs for all 5 years
105	23	Section C	10. Payment Terms	Penalties for Migration Delay	Is there any penalty clause associated with delays in completing the migration of existing processes specifically?	This clause is self explanatory. Bidder to comply with RFP terms and conditions.
106	23	Section C	10. Payment Terms	Multi-Year Licensing	Can license costs be shown as year-wise breakdowns, or should they be consolidated under one head in the commercial bid?	Bidder to comply with RFP terms and conditions.
107	76	Annexure 8 - Scope of Work	5.Operational Support.a	Change Request Handling	Should the cost of handling process changes (change requests) be factored into the commercial bid or kept separate as change requests?	Bidder to comply with RFP terms and conditions.
108	77	Annexure 8 - Scope of Work	6. Onsite Resource/Support. I	Process Design Document	Will process modeling standards like BPMN 2.0 be expected during design documentation or is freiform allowed?	Bidder to comply with RFP terms and conditions.
109	74	Annexure 8 - Scope of Work	1. General.q	Document Understanding	Any specific use cases that Bank is looking out for which they want Document Understanding on, also what type of documents are they aiming?	Details will be provided to selected bidder.
110	74	Annexure 8 - Scope of Work	1. General.q	Agentic Automation	Does Bank have any On-Prem LLM to connect to the RPA Solution for Agentic Solution? Or are they preferring cloud. Or the Bidder has to put the LLM component also in the proposal?	Bidder to refer the Corrigendum-3 and bidder to comply with RFP terms and conditions.
111	75	Annexure 8 - Scope of Work	1. General.aa	Custom Components	Will Bank permit development of reusable custom libraries (DLLs, packages, scripts) and store them centrally?	Bidder to comply with RFP terms and conditions.
112	84	Annexure-9 - Technical and Functional Requirements	SECTION-9 Optional Technical and Functional Requirements	3. Dashboard	What KPIs or business metrics are expected from built-in analytics - process cycle time, exception handling rate, savings, etc.?	Bidder to comply with RFP terms and conditions.
113	84	Annexure-9 - Technical and Functional Requirements	SECTION-9 Optional Technical and Functional Requirements	6. Mask Data fields	What is Bank expecting, need to hide the data which is been captured using recorder actions or something else?	As per RFP terms and conditions
114	83	Annexure-9 - Technical and Functional Requirements	3	Infrastructure	Are any processes expected to run on legacy systems (e.g., AS/400, COBOL-based apps)? If yes, is terminal emulation already available?	Yes
115	15	Section C		Bot Reusability	Will there be a central bot repository expected (with access controls) to promote reuse across verticals like HR, Ops, Compliance?	Bidder to comply with RFP terms and conditions.
116	73	Annexure 8 - Scope of Work	1. General.o	Failover	How will the Bank simulate failover/switchover drills quarterly? Will these be real-time production failovers or isolated tests?	Bidder to comply with RFP terms and conditions.
117	74	Annexure 8 - Scope of Work	1. General.q	Document Understanding	What specific formats and languages must the document understanding engine support (e.g., scanned Kannada documents, PDF bank statements)?	Bidder to comply with RFP terms and conditions.
118	74	Annexure 8 - Scope of Work	1. General.q	Document Understanding	Does the RPA solution need to benchmark a specific accuracy for OCR or ICR modules when identify or other documents using Document Automation	Bidder to comply with RFP terms and conditions.
119	75	Annexure 8 - Scope of Work	2. Audit Trail.a	Credential Vaulting	Will the Bank's compliance team audit the complexity and masking logic of stored credentials in the vault?	Yes
120	82	Annexure-9 - Technical and Functional Requirements	4	INFRASTRUCTURE	Will Bank provide a Whatsapp Business API or sandbox for integration testing, or should the vendor manage this?	Yes
121	82	Annexure-9 - Technical and Functional Requirements	3	INFRASTRUCTURE	Does the Bank expect integration with external LLM APIs (like Azure OpenAI or AWS Bedrock), or only pre-trained internal models are allowed?	Bidder to comply with RFP terms and conditions.
122	75	Annexure 8 - Scope of Work	1. General.aa	BOT licenses	Since future bot licenses must be provided at "discovered price," will that pricing be fixed for the entire 5-year contract or subject to annual revision?	Bidder to comply with RFP terms and conditions.
123	75	Annexure 8 - Scope of Work	1. General.bb	Presentation	Is the bidder expected to show a live working demo of the RPA tool, or are screenshots and architecture diagrams sufficient?	The same will be informed before presentation.
124	76	Annexure 8 - Scope of Work	5.Operational Support.a	Incident SLA	What is the expected Mean Time to Acknowledge (MTTA) and Mean Time to Resolve (MTTR) for critical incidents or crashes?	Bidder to comply with RFP terms and conditions.
125	76	Annexure 8 - Scope of Work	5.Operational Support.a	Utilization Alerts	Is real-time alerting expected when CPU/memory crosses 75% - should this integrate with Bank's existing NOC/ITSM, or is email/SMS sufficient?	Bidder to comply with RFP terms and conditions.
126	76	Annexure 8 - Scope of Work	5.Operational Support.a	Reporting Frequency	How frequently should resource utilization reports be submitted - daily, weekly, monthly? Should these be automated reports?	Bidder to comply with RFP terms and conditions. Daily automated reports



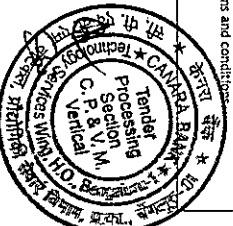
127	78	Annexure 8 - Scope of Work	6. Onsite Resource/Support.]	Parallel Development	Will vendor be expected to support live production issues and simultaneously develop new processes? Should resourcing be planned accordingly?	Yes vendor are expected to support live production issues and simultaneously develop new processes by planning resources.
128	78	Annexure 8 - Scope of Work	6. Onsite Resource/Support.]	Sign-Off Responsibility	Who from the Bank will sign off on the step-by-step scope document - business user, IT, or both? Is there a standard format or approval workflow?	Bidder to comply with RFP terms and conditions.
129	78	Annexure 8 - Scope of Work	6. Onsite Resource/Support.]	SME Access	Will vendor resources be given direct access to process owners/SMEs for studying and validating requirements, or must coordination go through a Bank SPOC?	Should go through bank's SPOC.
130	78	Annexure 8 - Scope of Work	6. Onsite Resource/Support.]	Scope Ownership	In the case of partially automated processes (due to system limitations), who defines the automation boundary - Bank or bidder?	Bidder to comply with RFP terms and conditions.
131	78	Annexure 8 - Scope of Work	6. Onsite Resource/Support.]	Performance Criteria	Will the Bank define a performance evaluation framework (e.g., KPIs, feedback forms, ticket resolution metrics) to objectively assess resource performance?	Bidder to comply with RFP terms and conditions.
132	78	Annexure 8 - Scope of Work	7. Knowledge Transfer.]	Frequency	How many knowledge transfer (KT) sessions can the Bank request during the 5-year contract? Will there be a cap or reasonable limit defined?	Details will be provided to selected bidder.
133	82	Annexure 9 - Technical and Functional Requirements	6. INFRASTRUCTURE	CBS Integration	What is the current Core Banking System (e.g., Finacle, TCS BANKS)? Will APIs or screen-based integration be required for CBS automation?	Details will be provided to selected bidder.
134	82	Annexure 9 - Technical and Functional Requirements	6. INFRASTRUCTURE	Permissions & Access	Will system-level integration permissions (e.g., firewall ports, AD policies, local admin access) be handled by the Bank or must the bidder plan for escalation paths?	Bank will be providing the necessary permissions.
135	82	Annexure 9 - Technical and Functional Requirements	6. INFRASTRUCTURE	Template Variability	Will the Bank provide a finite set of vendor invoice templates for initial training/configuration, or must the system adapt to unlimited unknown formats?	Bidder to comply with RFP terms and conditions.
136	82	Annexure 9 - Technical and Functional Requirements	18. INFRASTRUCTURE	Single / Multi BOT	Is the Multi BOT stating that multiple BOTs are supposed to run on a same MACHINE at a single instance of time?	multiple BOTs are supposed to run on a same MACHINE
137	15	Section-C	10.1.c	License	The OEM works at an advanced annual subscription model, can the Bank also agree on the annual advance subscription model as the OEM works in the same model	bidder has to comply RFP terms and conditions
138	82	Annexure 9 - Technical and Functional Requirements	14 & 16 - INFRASTRUCTURE	KYC Documents	What is the volume expected in year one for invoices and the increment expected in the following one-four years as this will help us to plan the license model accordingly. Or should the bidder stick to 10,000 unit licensing model for now and the bank will procure additional licenses as and when required.	bidder to refer the Corrigendum 3 and bidder to comply with RFP terms and conditions.
139	75	Annexure 8 - Scope of Work	1. General.a.a	Additional License Cost	What is the number of licenses the Bank envisages to procure in the next five years as the Bank has requested to keep the cost stable for next five years. As next five years is a long durations and there are a lot of Dollar fluctuations, so would the bank absorb the additional cost?	bidder has to comply RFP terms and conditions
140	85	Annexure 9 - Technical and Functional Requirements	SECTION-B Optional Technical and Functional Requirements	9. Infrastructure Requirement	Performance Metrics: In the OEM that we are considering for this Bid, performance matrix dashboard is available as a separate component.	bidder has to comply RFP terms and conditions
141	2	GEM BID Document	a	EMD EXEMPTION	If the Bidder is registered under MSME, is the EMD exempted? Please confirm.	Please refer latest Govt of India guidelines regarding MSME exemption.
142	2	GEM BID Document	1	MS Compliance	If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the Bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications: If the Bidder is registered under MSME then is the Bidder exempted from turnover and experience criteria in Annexure 9 Section C, Sl.No 1 & 3.	Please refer latest Govt of India guidelines regarding MSME exemption.
143	74	Annexure 8 - Scope of Work	1. General.p	License	License suggested for procurement are 3 creators; If there is an ongoing development and all three creators are occupied, should the Bank consider an additional creator license for support and bug fixes. Please suggest	bidder has to comply RFP terms and conditions
144	20	Section-C	9	Penalties and Liquidated Damages	If there is an delay like PDS signoff, UAT approval etc from the bank side which hampers the delivery timelines, then will the bidder be held accountable? Would the penalty be waived off or how would that scenario be handled? Please guide.	bidder has to comply RFP terms and conditions
145	15	Section C - Deliverables and Service Level Agreements	1.3.3. Phase-II (Existing Process Migration)	The selected bidder should migrate the existing process in the DC & DRC setup of the bank within Eighteen (18) weeks from the date of acceptance of the Purchase Order or Eighteen (18) weeks from Hardware readiness by the bank whichever is later.	Request the bank to kindly confirm the existing RPA solution that has been implemented for the current processes.	Phase I details will be shared with selected bidder. High 54 process need to be migrated.



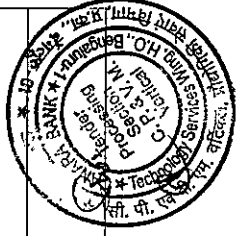
146	15	Section C - Deliverables and Service Level Agreements	1.3.3. Phase-II (Existing Process Migration)	The selected bidder should migrate the existing process in the DC & DRG setup of the bank within Eighteen (18) weeks from the date of acceptance of the Purchase Order or Eighteen (18) weeks from Hardware readiness by the Bank whichever is later.	Request the Bank to provide the number of existing processes that have already been automated, along with the corresponding complexity matrix.	80 existing processes. High 24, Medium 17, Low 39
147	15	Section C - Deliverables and Service Level Agreements	1.3.3. Phase-II (Existing Process Migration)	The selected bidder should migrate the existing process in the DC & DRG setup of the bank within Eighteen (18) weeks from the date of acceptance of the Purchase Order or Eighteen (18) weeks from Hardware readiness by the Bank whichever is later.	Request Bank to clarify if the 18 weeks' timeline is fixed or if there is flexibility for extension in case of delays beyond bidder's control (e.g., dependency on other vendors or hardware delivery).	Bidder to refer the Corrigendum-3 and bidder to comply with RFP terms and conditions.
148	80	Annexure-9-Technical and Functional Requirements	Section A - Bidder's compliance to Functional and Technical Requirements	Section A - Bidder's compliance to Functional and Technical Requirements	Kindly confirm whether the Bank will provide the required server, database, and other infrastructure, or the bidder needs to provision.	Bank will be providing
149	72	Scope of Work	Scope of Work	Scope of Work	Request the Bank to confirm whether the number of processes to be automated has already been identified. If yes, kindly provide the number of processes to be implemented each year over the 5-year contract period, along with the applicable complexity matrix for each year.	As per RFP terms and conditions
150	81	Annexure-9-Technical and Functional Requirements	Point 9	Solution should be capable to automate Bulk Invoices processing (Reading of the native pdf files with accuracy and Extraction of all fields) in the form of excel sheet from Invoices like Invoice no, Invoice date, Basic amount, tax details, Invoice amount, GSTIN of vendor, GSTIN of Canara Bank, HSN/SAC Code, claim period, circuit id, location details, bandwidth, purchase order details etc. and Verification of digitally signed Invoices)	Please specify the languages in which Bank receives Invoices	Mostly English, Other languages may come in picture as and when required
151	74	Annexure -8- Scope of Work	Point Q	Bidder has to provide the followings (licenses with RPA Solution for minimum unit of 10,000 each: •Agentic-AI / AI-Agent •Document Understanding	The count of 10,000 units for Document Understanding shall be low for a Bank. Please suggest next steps increase if 10000 unit is fully utilized.	Bidder to refer the Corrigendum-3 and bidder to comply with RFP terms and conditions.
152	30	6. Earnest Money Deposit (EMD)/Bank Guarantee In lieu of EMD:			We fall under the medium category starting from April 2024. According to the notification by the Gazette of India, we are eligible for MSE benefits from April 2024 for the next three years. We have attached the Gazette of India notification for your reference and request you to consider this. We have also attached our valid NSIC certificate.	Please refer latest Govt of India guidelines regarding MSE exemption.
153	34	SECTION E - SELECTION OF BIDDER	Bidders Presentation /Site Visits / Product Demonstration/POC	3.6.2. 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 30 Days.	When will be bidder made aware of the schedule and how much time will be provided to arrange?	POC details will be shared in advance.
154	121	Appendix-G DRAFT CONTRACT AGREEMENT	22. ADHERENCE TO BANKS IS SECURITY/CYBER SECURITY POLICIES:	22.1 VENDOR/ SERVICE PROVIDER shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail Policy and Guidelines.	Will the Bidder be made aware of the Security policies in advance	Yes, Bidder to comply with RFP terms and conditions.
155	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Onsite Resources	8.3 The successful Bidder should arrange two (2) L2 resources at our Head office in Bengaluru during office hours (10 AM to 7 PM) on all Bank working days for requirement gathering, development, testing, deployment, operations, maintenance, enhancements, support and bug fixes of RPA Solution including automated processes, at no extra cost to Bank	Here Bank Working Days refer to the Working days as per Canara Bank Calendar and all holidays mentioned as per the calendar will be followed by the Resources	Yes, Bidder has to follow Canara Bank Calendar.
156	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Onsite Resources	8.4 Bank reserves the right to claim change in resource based on the performance of the resources.	providing (Please mention number of Days/time for replacement?	If the performance of any Onsite Resources is not satisfactory, Bidder has to replace such resources within 30 days from the date of communication from the Bank.
157	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Onsite Resources	8.12 Onsite Resource changes will be paid quarterly in arrears. In case the resources go on leave/Absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered.	can bank pay monthly for the Resources?	Bidder to refer the Corrigendum -3 and bidder to comply with RFP terms and conditions..
158	63	Annexure-2	Pre-Qualification Criteria	The Bidder should have implemented and maintained the proposed RPA tool/software in at least one Schedule Commercial Bank in India during last five years as on the date of submission of bid	The Bidder should have implemented and maintained the proposed RPA tool/software in at least one Schedule Commercial Bank in India during last five years as on the date of submission of bid	Bidder to comply with RFP terms and conditions.



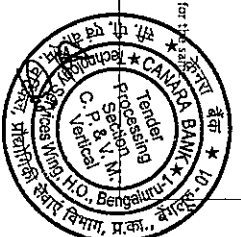
159	85	Annexure-9	Technical and Functional Requirements	The bidder should have implemented the proposed RPA solution in Indian BFSI (Banking, Financial Sectors and Insurance) organization. (POCs done will not be treated as experience of the bidder)	The bidder/OEM should have implemented the proposed RPA solution in Indian BFSI (Banking, Financial Sectors and Insurance) organization. (POCs done will not be treated as experience of the bidder)	Bidder to comply with RFP terms and conditions.
160	63	Annexure-2 Pre-Qualification Criteria	The proposed RPA tool/software should have been in production/running at least one Schedule Commercial Bank in India. The bidder has to provide relevant purchase order/ work order / engagement letter along with / Reference letter from the Concerned Organization/Email reference from the client clearly specifying the satisfactory working of the RPA Software/tool.	The bidder has to provide relevant purchase order/ work order /	Please relax it to "Bidder/OEM"	Bidder to comply with RFP terms and conditions.
161	63	Annexure-2 Pre-Qualification Criteria	The proposed RPA tool/software should have been in production/running at least one Schedule Commercial Bank in India. The bidder has to provide relevant purchase order/ work order / engagement letter along with / Reference letter from the Concerned Organization/Email reference from the client clearly specifying the satisfactory working of the RPA Software/tool.	The bidder has to provide relevant purchase order/ work order /	Please relax it to "Bidder/OEM"	Bidder to comply with RFP terms and conditions.
162	13	Participation methodology	In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OEM/Principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate for the proposed solution as per Annexure 16.		Requested to delete this clause as Bidder is submitting performance guarantee for the PO Value.	Bidder to comply with RFP terms and conditions.
163	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	The selected bidder should supply, install, implement, integrate, customize, UAT, go-live and migration of the proposed solution should be completed within Eighteen (18) weeks from the date of acceptance of the Purchase Order or Eighteen (18) weeks from Hardware readiness by the Bank whichever is later.		Requested to provide the Licenses required for UAT Setup.	It is part of enterprise solution license.
164	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.		This clause is not applicable for this project. Hence requested to delete the clause	Bidder to comply with RFP terms and conditions.
165	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.		This clause is not applicable for this project. Hence requested to delete the clause	Bidder to comply with RFP terms and conditions.
166	19	3. Onsite Resources	The Bidder should provide 24x7x365 (8 hours per shift) dedicated onsite L1 support for the operations, monitoring, maintenance, support and bug fixes of the proposed RPA solution including automated processes at the Bank's head office at Bengaluru. At least one L1 support resource should be available onsite at any point of time during the contract period.		Requested to increase L-1 Resources to 4 instead of 3 to meet the 24/7 support services without any interruptions.	Bank wants 3 L1 support for 24*7, so Bidder has to factor accordingly
167	20	8.7 KYC Documents	Passport - Duly attested photocopy by candidate and selected bidder HR.		Requested to relax this clause as all the resources may not have passport. The same can be obtained subsequently. Hence requested to modify the clause accordingly.	Bidder to comply with RFP terms and conditions.



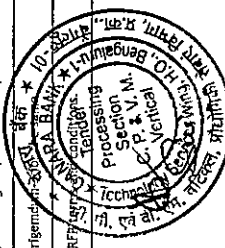
168	20	8. Onsite Resources	Point No.8.2	Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered	Requested to modify this clause as " Onsite Resources Charges will be paid Monthly in arrears in stead of Quarterly in arrears" as the same will be financial burden for the companies like Is.	Bidder to refer the Corrigendum for the same.
169	20	9. Penalties & Liquidated damages	Point No.9.1.1	Non-compliance of supply of the proposed solution with all the components of RPA solution at DC and DR with enterprise-wide licenses/ other tool as per clause 1.3.1, SECTION-C of the ATC document will result in the imposing penalty of 0.50% on delay in delivery per week or part thereof by the Bank on the total cost for Software licenses as per Table-A of the Annexure-14.	Requested to modify this clause as " imposing penalty of 0.50% on the cost of particular missing Software License instead of on total cost of Software licenses as per Table A of the Annexure-14"	Bidder to comply with RFP terms and conditions.
170	20	9. Penalties & Liquidated damages	Point No.9.1.2	Non-compliance of the installation, implementation, integration, customization, UAT and go-live of the solution & Middleware Licenses/ other tool if applicable at DC & DR Locations with active/passive setup as per clause 1.3.2 (Phase-1), SECTION-C of the ATC document will result in the imposing penalty of 0.50% on delay in installation, implementation, integration, customization, UAT and go-live per week or part thereof by the Bank on the total cost for Software licenses as per Table-A of the Annexure-14.	Requested to modify this clause as " imposing penalty of 0.50% on the cost of particular non installed Software License instead of on total cost of Software licenses as per Table A of the Annexure-14"	Bidder to comply with RFP terms and conditions.
171	21	9.2. Penalties/Liquidated damages for not maintaining uptime:	Point No. 9.2.1	If the selected bidder fails to maintain the guaranteed monthly uptime of 99.50% for the overall solution as specified in Annexure-8 (Scope of Work) and Annexure-9 (Technical requirements) during Warranty and AWC/ATS period (if contracted), the penalty for monthly Uptime will be deducted as under (Bidder has to provide Overall solution uptime report monthly):	Normally Uptime will be for Infrastructure provided for the application. Bank is providing the Infra for this project. Hence clarification is required on this clause	Monthly uptime of 99.50% for the overall RPA solution
172	22	Penalties/liquidated damages for Onsite resources	Point No. 9.3	Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged with equivalent or higher qualified alternate onsite, Bank will pay the proportionate amount for the deployment of the of the qualified resident resources only during the said quarter. The Bank shall also impose a penalty of 0.5% of the monthly resource cost for the respective Resident resource for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% on the monthly Resident resource charges payable to the selected bidder.	Requested to modify this clause as " Bank will pay the proportionate amount for the deployment of the of the qualified resident resources only during the said Month instead of Quarter".	Bidder to refer the Corrigendum-3 for the same.
173	23	10. Payment terms	Point No. 10.1 c	100% As per Table-A of Annexure-14 :: After Successful Go live, Payment of the licenses will be quarterly in arrears and on submission of invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting Liquidated Damages (If Any).	Requested to modify this clause as 100% After successful Go Live on yearly basis In advance as we have make payment to the OEM accordingly.	Bidder to comply with RFP terms and conditions.
174	24	10. Payment terms	Point No. 10.1 d	Payment will be Quarterly in arrears after and on submission of Invoice and Attendance copy signed by Bank official and on production of relevant documents and after deducting Liquidated Damages (If Any).	Requested to modify this clause as Monthly in arrears instead of Quarterly in arrears	Bidder to refer the Corrigendum for the same.
175	24	10. Payment terms	Point No. 10.1 e	Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages (If Any).	Requested to modify this clause as Monthly in arrears instead of Quarterly in arrears	Bidder to comply with RFP terms and conditions.
176	25	11. Scope involved during Contract period	Point No. 11.7	The selected Bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.	Clarification is required on providing Centralised Complaint Booking/Lodging facility to the Bank and Dash Board.	This clause is self explanatory, Bidder to comply with RFP terms and conditions.
177	38	3. Project Ownership	Point No. 3.3	The bidder also has to submit a certificate/Letter from OEM that the proposed services any other related software offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	Clarification is required on this clause.	This clause is self explanatory, Bidder to comply with RFP terms and conditions.
178	39	5. Award of Contract	Point No. 5.2	The contract shall be awarded and the order shall be placed on selected bidder. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.	Clarification is required on Issue of PO. Whether PO will be for 5 years or year on year as payment is linked to PO issued to OEM.	PO will be for 5 years.



179	40		10. Performance Security	Point No. 10.1	The successful bidder should submit a Performance Security equivalent to 5% of the Total Cost of Ownership (TCO) within 30 days from the date of acceptance of the Purchase Order with the validity period of 60 months from the acceptance of PO and shall be retained till the completion of Contract period. The guarantee should also contain an additional claim period of 2 months from the last date of validity.	Requested to Modify this clause as below : The successful bidder should submit a Performance Security equivalent to 5% of the Yearly Total Cost of Ownership within 30 days from the date of acceptance of the Purchase. Example - BPO on 1st year Total Cost and the same will be renewed year on year.	Bidder to comply with RFP terms and conditions.
180	41		12. Pricing & Payments	Point No. 12.2	From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.	Requested to include the following sentence to this clause - "If any increase of the excise/customs duty/GST, the bank will make good of the same."	Bidder to comply with RFP terms and conditions.
181	42		13. Order Cancellation/Termination of Contract	Point No. 13.3	In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder.	Please Clarify what type of event to be conducted	This clause is self explanatory. Bidder to comply with RFP terms and conditions.
182	42		13. Order Cancellation/Termination of Contract	Point No. 13.4	After the award of the contract, If the selected bidder 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-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out 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.	As this clause is available, Request the Bank to relax the clause of submitting MAF from ODA - Annexure-16	Bidder to comply with RFP terms and conditions.
183	46		SECTION G - GENERAL CONDITIONS	Point No. 10 Insurance	The Hardware to be supplied will be insured by the Bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	This clause is not applicable for this project. Hence requested to delete the clause	Bidder to comply with RFP terms and conditions.
184	63		Annexure 2 : Pre-Qualification Criteria	Point No. 9	The Bidder should have implemented and maintained the proposed RPA tool/software in at least one Schedule Commercial Bank in India during last five years as on the date of submission of bid	We request you to permit us to submit the letter provided by the SCB last year for having implemented the proposed RPA tool/software	Bidder to comply with RFP terms and conditions. PO will be for 5 years.
185	73		Annexure 8 - Scope of Work	Point No. f	The Bidder shall be responsible for supplying, installing, integrating & maintaining the Comprehensive Robotic Process Automation (RPA) Solution, including the necessary RPA License and any other tool required to implement bank's process/ATIS/Warranty/JMC support. The ATIS for software or any other licensed items shall be on a yearly renewal.	Please clarify whether the PO will be issued for 5 years or yearly	PO will be for 5 years.
186	73		Annexure 8 - Scope of Work	Point No. g	The Bidder shall provide a draft Implementation plan vetted by the OEM along with the technical bid. The proposed solution / design architecture should be endorsed by the OEM for implementing best practices and security standards.	Requested the Bank regarding Vetting of Draft Implementation by OEM only may be waived as there is no dependency on implementation of processes.	Bidder to comply with RFP terms and conditions.
187	73		Annexure 8 - Scope of Work	Point No. h	The Bidder should ensure that the RPA Solution & Appliances / Tools are running with the latest stable versions from the OEM. Any new version released by the OEM during the Contract Period should be made available to the Bank and shall be deployed after taking necessary approvals from the Bank without any additional cost.	Request Bank to modify the clause as below: "Any new version released by the OEM during the Contract Period should be made available to the Bank and shall be deployed after taking necessary approvals from the Bank with mutually agreed cost."	Bidder to comply with RFP terms and conditions.
188	74		Annexure 8 - Scope of Work	Point No. p	--RPA UAT Setup.	Requested to furnish the UAT set requirement (No. of licenses)	One UAT setup
189	74		Annexure 8 - Scope of Work	Point No. q	Bidder has to provide the following licenses with RPA Solution for minimum unit of 10,000 each:	As per Uipath RPA solution for AI/ML and Document understanding minimum Unit is of 60000 units. Hence we request you to modify the same to minimum 60000 units.	Bidder to refer the Corrigendum for the same.
190	74		Annexure 8 - Scope of Work	Point No. g	AI/ML Agent - Document Understanding	For AI/ML and Document Understanding - Automation Suite license will sufficient to cater these two requirements. Where as Agent AI/ML agent presently it is in Cloud environment and onprem this facility is not available. Hence we request you to clarify whether Bank will ready to take the cloud services for Agent AI/ML-Agent.	Bidder to refer the Corrigendum for the same.



191	Annexure 8 - Scope of Work	Point No. z	The Bank also reserves the right to add / surrender licenses at any time as per the requirements of the Bank during the Contract Period and the payments will be done on a pro-rata basis from the month of addition of such licenses. In case of surrender, Bank will stop the renewal from next renewal due date. The Bidder shall raise invoice for renewal of licenses, as per the usage, on bank's confirmation.	Request you to clarify the following Points, whether Bank will make the payment in full surrendered licenses or not, as there is no provision for the same with RPA license provider. "In case of surrender Bank will stop the renewal from next renewal due date. The Bidder shall raise invoice for renewal of licenses, as per the usage, on bank's confirmation."	Bidder to comply with RFP terms and conditions.
192	6. Onsite Resource/Support:	Point No. a	L1 resources should have at least 2 years' experience in the proposed RPA solution. (Experience Certificate, Graduation / Post Graduation Certificate and Professional/Associate Course Completion Certificate on the proposed RPA solution have to be submitted with this Annexure).	Requested Bank for Waive obtaining of Professional/Associate Course Completion Certificate For L1 - resources as they are only monitoring the processes	Bidder to comply with RFP terms and conditions.
193	6. Onsite Resource/Support:	Point No. r	If the performance of any Onsite Resources is not satisfactory, Bidder has to replace such resources within 30 days from the date of communication from the Bank.	Requested to Modify this clause as below - Bidder has to replace such resources within 60 days from the date of communication from the Bank.	Bidder to comply with RFP terms and conditions.
194	Annexure 8A	Point No. 3	The details of all such Licenses, Software, etc. as quoted by the bidder should be provided in the below format along with the Technical Bid	Date of End of Sale and Date of End of Life will not be applicable for software licenses. Please clarify	It will be applicable for Software licences also Bidder to comply with RFP terms and conditions.
195	Annexure 8	Scope of work	1. General 1.a	Which RPA platform is currently being used in existing processes?	Ujpath
196	Annexure 8	Scope of work	1. General 1.a	What is the number/Total count of process to be migrated?	Phase I details will be shared with selected bidder in Phase II 80 process need to be migrated: High 24, Medium 17, Low 39.
197	Annexure 8	Scope of work	1. General 1.a	Which source and destination of the RPA tool to be used for migration of existing processes?	details will be provided to selected bidder.
198	Annexure 8	Scope of work	1. General 1.a	Please advise if the bank is looking for proven and leading product like Ujpath or Automation Anywhere for migrating the existing processes?	Bidder should comply RFP terms and conditions.
199	Annexure 8	Scope of work	1. General 1.a	Do we have business requirement document (BRD)/SOPs ready for these use cases? If yes, please share	details will be provided to selected bidder.
200	Annexure 8	Scope of work	1. General 1.d	For DC and DR's, Cloud SaaS solution will suffice or On prem is required?	Bidder has to comply RFP terms and conditions
201	Annexure 8	Scope of work	1. General 1.c	For migration plan, Cloud solution SaaS implementation is fine?	Bidder has to comply RFP terms and conditions
202	Annexure 8	Scope of work	1. General 1.c	If the solution to be migrated is on Prem, can the bank provide the server and hardware configuration details?	Bank will provide required hardware
203	Annexure 8	Scope of work	1. General 1.a	Do we have a co-relation for the no. of BOTs and the Processes already? If yes, please share details	8 bots and 80 processes.
204	Annexure 8	Scope of work	1. General 1.p	Given that 3 development license, 10 unattended license, 1 attended license is for how many processes and what is their frequency of execution and approximate runtime of these processes? How is no. of BOTs derived for the in-scope processes?	Bidder has to comply RFP terms and conditions
205	Annexure 8	Scope of work	1. General 1.a	Any document/SOP that can help us understand how is the number of Bot licenses and what is their type Attended / Unattended derived?	Bidder to refer the Corrigendum for the same.
206	Annexure 9	Technical and Functional Requirements	Section C-6	The scope includes only migration of existing processes or also creation of fresh development of RPA processes?	Both migration of existing processes and also creation of fresh development of RPA processes.
207	Annexure 9	Technical and Functional Requirements	Section A-1.6	What are the applications used in the process/ Core banking applications/in house business applications	Bidder has to comply RFP terms and conditions
208	Annexure 8	Scope of work	1. General 1.a	Since how many days the existing process/bots is running into production?	Since 5 years.
209	Annexure 8	Scope of work	1. General 1.b	Maximum number of Robots required/scalable are 100? What is the license type attended/unattended?	As per the requirement of the Bank aetees as and when.
210	Annexure 9	Annexure 9	Section C	Can the implementation of RPA solution of overseas bank be considered?	Bidder has to comply RFP terms and conditions
211	Annexure 8	Scope of work	1. General 1.a	What is the total number of existing processes along with its complexity level?	80 existing process.
212	Annexure 8	Scope of work	1. General 1.o	Does all the resources need to be deployed on site/Other locations like Bangalore/Canara bank office or Canara Mumbai/Pune is also fine?	High 24, Medium 17, Low 39
213	Annexure 8	Scope of work	1. General 1.a	What is the need to migrate the existing processes to another tool?	Should be deployed on site
214	Annexure 8	Scope of work	1. General 1.a	What additional things can come in scope of work other than actual scope of work to be part of RFP	Bidder has to comply RFP terms and conditions
215	Annexure 8	Scope of work	1. General 1.aa	The increase in license for-bots scaling (upto 100) may increase the license cost, hope the bank is aware of this?	Bidder has to comply RFP terms and conditions
216	Annexure 8	Scope of work	5. Operational Support 5.a	Elaborate on the process details of DC and DR?	Phase I details will be shared with selected bidder in Phase II 80 process need to be migrated: High 24, Medium 17, Low 39.
217	Annexure 8	Scope of work	1. General 1.g	Does the existing processes in scope need AI/ML, Agentlic AI, Document understanding?	Bidder to refer the Corrigendum-2024
218	Annexure 8(A)	Scope of work	Sp.No 1	What can be the tentative number of production RPA licenses for the DC and DR?	Bidder to comply with RFP terms and conditions



219	81	Annexure 9	Technical and Functional Requirements	Section A-1.14, Section A-1.16.	The documents from which to extract data are structured or unstructured?	Can be both types
220	81	Annexure 9	Technical and Functional Requirements	Section A-1.14, Section A-1.16.	What is volume of structured and unstructured documents to handle (if any)?	Bidder to comply with RFP terms and conditions.
221	83	Annexure 9	Technical and Functional Requirements	Section C-1	Can the bidder showcase experience of RPA implemented in overseas BFSI?	Bidder to comply with RFP terms and conditions.
222	85	Annexure 9	Technical and Functional Requirements	Section C-2	Can the bidder showcase RPA implementation in banks outside India for solutions implemented more than 5 years older?	No.
223	83	Annexure 9	Technical and Functional Requirements	Section C-2	Can the bidder showcase RPA implementation in banks in India for solutions implemented more than 5 years older?	Bidder has to comply RFP terms and conditions
224	43	Section G - General Conditions	General	General	We assume if the process bifurcation for low, medium and high does not meet the no. of processes prescribed, or if high exceeds the count the timelines and cost shall change?	Bidder to comply with RFP terms and conditions.
225	43	Section G - General Conditions	General	General	We assume that hardware with all the security and compliance approvals will be provided by bank for all the RPA Applications/BOTS to be hosted?	Bidder to comply with RFP terms and conditions.
226	43	Section G - General Conditions	General	General	How will the Off-site resource access the bank environment, will there be VPNs or systems provided?	Bidder to refer to Scope of Work (Annexure - B) & Bidder has to comply RFP terms and conditions
227	43	Section G - General Conditions	General	General	Development and support team to be deployed on onsite and governance team to be worked from offshore. Hope this is fine with the bank	Yes, Bidder to comply with RFP terms and conditions.
228	43	Section G - General Conditions	General	General	Will the Business team comprise of same stake holders who will provide requirements and perform UAT, dedicatedly	Bidder to comply with RFP terms and conditions.
229	43	Section G - General Conditions	General	General	Dedicated resource (Business Analyst) is required for entire duration of the engagement? Hope this is fine with the bank?	Bidder to comply with RFP terms and conditions.
230	43	Section G - General Conditions	General	General	We assume that UAT and Prod would be mirrored wrt all the systems, applications and databases involved. Is it true?	Yes
231	43	Section G - General Conditions	General	General	Can we hand fill some of the annexures and supporting documents to be submitted as part of technical bid?	Bidder to comply with RFP terms and conditions.
232	43	Section G - General Conditions	General	General	Can the team deployed work in hybrid model (Onsite and Virtually)?	No. Bidder has to comply RFP terms and conditions
233	43	Section G - General Conditions	General	General	Should the solution contain Version Control system for maintaining versions?	Bidder to comply with RFP terms and conditions.
234	43	Section G - General Conditions	General	General	How do you identify the complexity of the processes (Simple, medium, complex)?	Bidder to comply with RFP terms and conditions.
235	43	Section G - General Conditions	General	General	How many transactions (volume) would be there for simple, medium and complex process?	Bidder to comply with RFP terms and conditions.
236	1	Bid Document	Bid Details	General	Is it possible to get an extension of atleast 1 week in the bid submission date?	Bidder to refer the corrigendum for the same.
237	16	Project Timelines	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Section C-1.4	The bidder should be responsible for RPA licensing. However the hardware configuration needs to be done by the Bank?	Understanding is correct and hardware will be provided by Bank.
238	16	Project Timelines	Uptime	Uptime 6.3.6.3. The selected bidder should consider high-availability (active-passive) at DC & DR with RTO of 120 minutes.	Please advise if the Bank is looking at the complete replica of the RPA solution at the DR site? Or only control room level high availability. In case of complete replica, RPA license cost will become double.	Bidder to comply with RFP terms and conditions.
239	72	Scope of Work	General	General	Please confirm if the Bank is willing to procure twice the license mentioned for identical DC and DR setup?	Bidder to comply with RFP terms and conditions.
240	92	Annexure 2	Pre-Qualification Criteria	Sl.No 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.	Will it be a bidder compliance and classified as Class 1 or II basis percentage of value Addition in India? Hope bank is not looking at OSM level compliance. Please confirm	Please refer the Government of India Guidelines regarding MII Compliance.
241	43	Section G - General Conditions	General	General	Please elaborate on the scope of Implementation and requirement around DC and DR and migration requirement	Bidder to comply with RFP terms and conditions.
242	43	Section G - General Conditions	General	General	Please provide more information on the knowledge transfer of existing processes to be migrated and the current tool they are using?	80 processes (UPI/ath)
243	72	Scope of Work	Annexure B	Annexure - 8 - b	Need clarification - Control room can accommodate 20 robots but it should be capable of scaling upto 100 robot connections.	Initially control room should be able to accommodate 20 robots and later on as per bank requirement it should be capable of scaling upto 100 robotic connections.
244	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Scope involved during Contract period	9.1. Penalties/Liquidated damages for delay in Delivery of RPA Solution/software would be as under:	All global and leading RPA software vendors offer annual subscription based licensing model and not perpetual licensing. Hope this clause is not relevant to RPA software tool?	Bidder has to comply RFP terms and conditions
245	21	Penalties & Liquidated damages	9.1.3	9.1. Penalties/Liquidated damages for delay in Delivery of RPA Solution/software would be as under:	Kindly revise the clause "Total Penalty/ID to be recovered under above clauses 9.1.1, and 9.1.2, shall be restricted to 10% of the total cost mentioned in Table A of Annexure-14" to 3% of the total cost	Bidder to comply with RFP terms and conditions

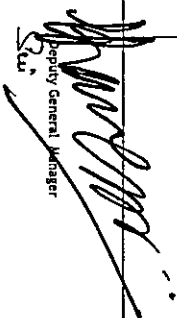




246	1. Penalties & Liquidated damages	9.1.2	9.1.2. Non-compliance of the installation, implementation, integration, customization, UAT and go-live of the solution & Middleware Licenses/ other tool. If applicable at DC & DR. Locations with active/passive setup as per clause 1.3.2 (Phase-I), SECTION C of the ATC document will result in the imposing penalty of 0.50% on delay in installation, implementation, integration, customization, UAT and go-live per week or part thereof by the Bank on the total cost for Software licenses as per Table-A of the Annexure-14.	As per the clause, "Penalty of 0.50% on delay in installation, implementation, integration, customization, UAT and go-live per week will be imposed". Can the penalty be decreased and also any delay from the Canara Bank will also be considered?	Bidder to comply with RFP terms and conditions.
247	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Payment terms 10.1.a	Phase-1: One time installation & implementation charges for DC and DR with Active/Passive In DC/DR and High Availability within DC setup for RPA Solution. On successful completion of activities mentioned under Phase-1(Clauses 1.3.3 of Section C) and on submission of invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting Liquidated Damages (if Any).	The payment of software licenses should be upfront. Hope bank is ok with this?	Bidder to comply with RFP terms and conditions.
248	SECTION E - SELECTION OF BIDDER	SECTION E - 2: Clarification of Offers	2.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the Bidder/s/any of the Bidders on the offer made by them. The Bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.	What is the process for addressing any issues or disputes that arise during the bid evaluation? Details will be shared to selected Bidder.	
249	Evaluation of Bids	SECTION E - 3	3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.	Can the bank provide more details on the criteria for waiving minor non-conformities in the bids?	Bidder to comply with RFP terms and conditions.
250	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS Penalties & Liquidated damages	9. Penalties & Liquidated damages	9.3. Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected Bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged with equivalent or higher qualified alternate onsite, Bank will pay the proportionate amount for the deployment of the qualified resident resources only during the said quarter. The Bank shall also impose a penalty of 0.5% of the monthly resource cost for the respective Resident resource for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% on the monthly Resident resource charges payable to the selected bidder.	Request to modify the clause: When the resource goes on leave for one week or more, substitute will be provided for less than one week, no penalty will be imposed.	Bidder to comply with RFP terms and conditions.
251	Annexure 8 Scope of work	6. Onsite Resource/Support:	6. Creating and managing environments for Integration Testing and User Acceptance Testing.	Bank has to provide the testing environment. It is very risky to perform testing in production environment.	Bidder to comply with RFP terms and conditions.
252	SECTION G - GENERAL CONDITIONS	Clause No: 3 Responsibilities of the Selected Bidder	3.4. For smooth completion of project, the selected bidder should identify one or two of its representatives at Bangalore as a single point of contact for the Bank. The Bidder has to deploy senior most Engineer and project manager/coordinator at Bangalore location (or any other location decided by the bank) till the completion and hand over of the project. The both onsite resources shall be deployed during implementation of project.	What are the criteria for selecting the senior most Engineer and project manager/coordinator? Are there specific qualifications or experience requirements?	Bidder to comply with RFP terms and conditions.

253	45	SECTION G - GENERAL CONDITIONS	Clause No: 4 Human Resource Requirement	4.6. The selected Bidder has to submit following KYC documents for onsite/offsite engineers: 4.6.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only. 4.6.2. Address Proof (Local and Permanent) - Duly attested photocopy by candidate and Bidder HR 4.6.3. Aadhaar Card - Duly attested photocopy by candidate and Bidder HR 4.6.4. Passport - Duly attested photocopy by candidate and bidder HR. 4.6.5. Background Police Verification report - Duly attested photocopy by candidate and Bidder HR	Are there specific procedures for submitting KYC documents for onsite/offsite engineers, or can these be provided at the time of deployment?	Will be provided at the time of deployment
254	46	SECTION G - GENERAL CONDITIONS	Clause No: 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 eventualities, 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.	Could you clarify how the Bank determines the risk and cost incurred by the Bidder in case of cancellation due to negligence?	Details will be shared to selected Bidder.
255	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. The selected bidder should supply, install, implement, integrate, customize, UAT, go-live and migration of the proposed solution should be completed within Eighteen (18) weeks from the date of acceptance of the Purchase Order or Eighteen (18) weeks from Hardware readiness by the Bank whichever is later. 1.3.1. The selected bidder should supply the proposed solution with all the Components of RPA solution at DC and DR with enterprise-wide Licenses of Robotic Process Automation solution & Middleware Licenses/ other tool if applicable at DC & DR/DC Locations with active/passive setup within Six (6) weeks from the date of acceptance of Purchase Order or Six (6) weeks Hardware readiness by the Bank whichever is later.	The timeframe for the selected bidder to supply, install, implement, integrate, customize, UAT, go-live and migration of the proposed solution can be increased from 18 weeks to 28 weeks if it negotiable?	Bidder to refer the Corrigendum 3 for the same.
256	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3.1. The selected bidder should supply the proposed solution with all the Components of RPA solution at DC and DR with enterprise-wide Licenses of Robotic Process Automation solution & Middleware Licenses/ other tool if applicable at DC & DR/DC Locations with active/passive setup within Six (6) weeks from the date of acceptance of Purchase Order or Six (6) weeks Hardware readiness by the Bank whichever is later.	Will Hardware (Servers/OS/DB) to be procured by Vendor or will it be provisioned by Bank	Bank will provide.

Date: 28.05.2025
Place: Bangalore


Deputy General Manager

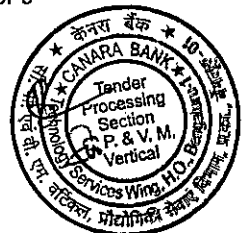


Corrigendum-3 to GeM Bid ref no. GEM/2025/B/6164598 dated 23/04/2025 for Selection of Vendor for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Robotic Process Automation Solution for a period of five (05) years in Canara Bank.

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

a. GeM Bid Document/ATC Clauses:


Sl No.	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause/ New Addition
1.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10. Payment terms	Existing Payment clause	Amended payment clause as per Annexure-A attached.
2.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project timelines	Existing Project timelines	Amended project timelines as per Annexure-A attached.
3.	Annexure-8	Scope of Work	<p>1. General:</p> <p>q. Bidder has to provide the followings licenses with RPA Solution for minimum unit of 10,000 each:</p> <ul style="list-style-type: none"> AI/ML Agentic-AI / AI-Agent Document Understanding 	<p>1. General:</p> <p>q. <u>Proposed Solution should include following features such as Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), AI (Artificial Intelligence), Machine Learning (ML), Agentic - AI, AI-Agent, Document understanding, Natural Language Processing (NLP)</u></p>

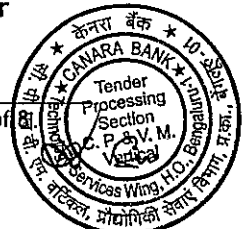


4.	Annexure-8	Scope of Work	<p>1.General: P. As per the present requirements of the Bank, Bidder has to provide the followings:</p> <ul style="list-style-type: none"> • One (1) assignment, execution, monitoring utility / Control Room / Orchestrator (can accumulate minimum 20 robots on day 1 and should be capable of scaling up to 100 robots at any time during the Contract Period). • Three (3) Robot Design / Creator/ Development Studio. • Ten (10) Unattended Robots (any number of process can be accumulated in one u-bot and can run 24x7 without human intervention). • One (1) Attended Robot (one a-bot can accumulate any number of processes and can run 24x7 with human intervention). • RPA UAT Setup. <p>(Same has to be deployed in DRC as 1:1 except UAT setup)</p>	<p>1.General: P. As per the present requirements of the Bank, Bidder has to provide the followings:</p> <ul style="list-style-type: none"> • One (1) assignment, execution, monitoring utility / Control Room / Orchestrator (can accumulate minimum 20 robots on day 1 and should be capable of scaling up to 100 robots at any time during the Contract Period). • Three (3) Robot Design / Creator/ Development Studio. • Ten (10) Unattended Robots (any number of process can be accumulated in one u-bot and can run 24x7 without human intervention). • One (1) Attended Robot (one a-bot can accumulate any number of processes and can run 24x7 with human intervention). • RPA UAT Setup. <p><u>(Proposed Solution to be deployed in DC & DRC Locations with active/passive setup)</u></p>
4.	Annexure-14	Bill of Material	Existing Bill of Material	Amended Bill of Material as per Annexure-A attached.

All the other instructions and terms & conditions of the above RFP shall remain unchanged. Please take note of the above amendments while submitting your response to the subject RFP.

Date: 28/05/2025
Place: Bengaluru


Deputy General Manager
Sw



Annexure-A
Other Amendments

1. ATC Clause:

Project Timelines

1.1. Bank shall provide the address and contact details for delivery of required software items for implementation of the proposed Robotic Process Automation Solution while placing the order.

1.2. The vendor shall submit the acceptance of the Purchase Order within seven (7) days from the date of issuance 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.

1.3. The selected bidder should supply, install, implement, integrate, customize, UAT, go-Live and migration of the proposed solution should be completed within Twenty (20) weeks from the date of acceptance of the Purchase Order or Twenty (20) weeks from Hardware readiness by the Bank whichever is later.

1.3.1. The selected bidder should Supply the proposed solution with all the Components of RPA solution at DC and DR with enterprise- wide licenses of Robotic Process Automation solution & Middleware Licenses/ other tool if applicable at DC & DRC Locations with active/passive setup within Six (6) weeks from the date of acceptance of Purchase Order or Six (6) weeks Hardware readiness by the Bank whichever is later.

1.3.2. Phase-I Solution Implementation (DC & DR with Active/passive):

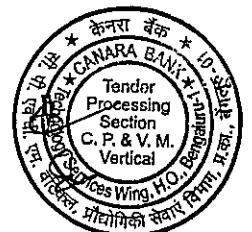
The selected bidder has to ensure install, implement, integrate, customize, UAT and go-Live of the solution & Middleware Licenses/ other tool if applicable at DC & DRC Locations with active/passive setup within Twelve (12) weeks from the date of acceptance of Purchase Order or Twelve (12) weeks from the Hardware readiness by the Bank whichever is later. The selected bidder has to complete the implementation of all the functionalities defined elsewhere in the GeM bid. Production license should be activated after successful Go Live.

1.3.3. Phase-II (Existing Process Migration):

The selected bidder should migrate the existing process in the DC & DRC setup of the bank within Twenty (20) weeks from the date of acceptance of the Purchase Order or Twenty (20) weeks from Hardware readiness by the Bank whichever is later.

1.4. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty should be applicable to the altered locations also.

1.5. The Installation will be deemed as incomplete if any component of the Solution is not delivered or is delivered but not installed and/ or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and



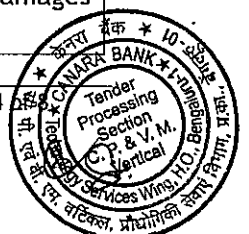
installation will be termed as incomplete and system(s) will not be accepted. The installation will be accepted only after complete commissioning of Solution.

2. Payment terms

The payment schedule will be as under and will released after execution of contract agreement:

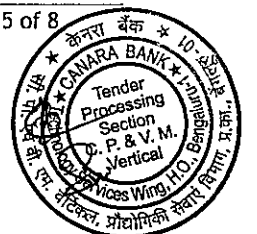
2.1. Payment schedule for required Software for Robotic Process Automation solution with required OS, Database License and other Licenses etc. will be as under:

Sl. No.	Description of Items and services	% Of Payment	Conditions/Remarks
a.	Phase-1: One time installation & implementation charges for DC and DR with Active/Passive in DC/DR and High Availability within DC setup for RPA Solution	100 % As per Sl. No 1, Table-C of Annexure-14	On successful completion of activities mentioned under Phase-1(Clause no <u>1.3.2</u> of Section C) and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting Liquidated Damages (if Any).
b.	Phase-2: One time migration charges for existing RPA processes	100% As per Sl. No 2, Table-C of Annexure-14	On successful completion of activities mentioned under Phase-2(Clause no <u>1.3.3</u> of Section C) and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents, and after deducting Liquidated Damages (if Any).
c.	Enterprise License for Robotic Process Automation Solution	100% As per Table-A of Annexure-14	<u>After Successful Go live, Payment of the licenses will be yearly on delivery & installation of submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting Liquidated Damages (if Any).</u>
d.	Onsite Resources for Robotic Process Automation Solution	Payment will be <u>Monthly</u> in arrears after and on submission of Invoice and Attendance copy signed by Bank official and on production of relevant documents and after deducting Liquidated Damages (if Any).	



e.	Premium Support	Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages (if Any).
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- 2.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's/ Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
- 2.3. The selected bidder has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 2.4. Bank will not pay any amount in advance unless otherwise specified in this RFP.
- 2.5. All Payment shall be released within 30 days from the date of submission of relevant documents as per GeM bid terms and found in order as per GeM bid terms.
- 2.6. The bank shall finalize the installation and acceptance format mutually agreed by the selected bidder. The selected bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 2.7. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.



Annexure-14
Amended Bill of Material

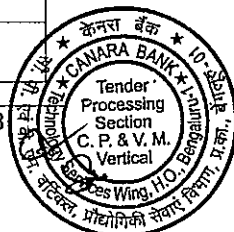
SUB: RFP for Selection of Vendor for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Robotic Process Automation Solution for a period of five (05) years in Canara Bank

Ref: GEM/2025/B/6164598 dated 23/04/2025.

<u>Notes</u>	
1.	These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2.	The base location for the project execution would be Bangalore.
3.	Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
4.	Do not change the structure of the format nor add any extra items.
5.	No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table -A
Enterprise License Cost (of proposed RPA Solution for 5 years contract period including premium support

[Amount in Indian Rupees]											
Sl. No.	Requirement Details # (License name/ Item name / Component of RPA solution with enterprise-wide licenses)	Unit Price 1 st year	Unit Price 2 nd year	Unit Price 3 rd year	Unit Price 4 th year	Unit Price 5 th year	Qty	Total cost for 5 years (Excl. of tax)	Tax for Column g		Total cost for 5 years (Incl. of taxes)
		[Excl. of taxes]	[Excl. of taxes]	[Excl. of taxes]	[Excl. of taxes]	[Excl. of taxes]			(% tax)	Tax Amt	
		a	b	c	d	e	f	$g=(a+b+c+d+e)*f$	h	i	$j=g+i$
A. Enterprise licenses(for DC & DR (Active-Passive) of Proposed Solution as per scope of work point number P											
1.	Mention item wise details										
2.	-do-										
....	-do-										
B	Price per unattended bot Licenses per year (bank may increase or decrease as per bank requirement)						1				
C	Cost for premium support from OEM for contract period										



of 5 years				
Total				

Mention item wise details

Note: Please mention quantity and unit price of each item DC-DR wise wherever required. The addition/ deletion of license (optional) will be availed by the Bank based on the requirement of licenses during the contract period of five years. Bank shall intimate the same as and when the requirement arises. In case of any license additions/ deletions between contract period, the pro-rated payments for such licenses cost quoted above will be released on its acceptance sign-off, from the month of such resource's addition/ deletion till the remaining period. In case of surrender, Bank will stop the renewal from next renewal due date. The bidder shall raise invoice for renewal of licenses, as per the usage on bank's confirmation.

Table -B
Charges for Onsite Resources for 5 years

[Amount in Indian Rupees]

Sl. No.	Requirement Details	Charges Per month per resource [Excl. of taxes]	No. of Resources	No. of Months	Total Charges for 60 months [Excl. of taxes]	Tax for Column "c"		Total Charges for 60 Months [Incl. of taxes]
		a	n	b	c=a*n*b	d % tax	e Tax Amt.	f=c+e
1.	24x7 L1 Onsite Resource at Bangalore for Robotic Process Automation Solution from go-live date (One resource per 8 hours shift)		3	60				
2.	L2 resources at Bangalore for Robotic Process Automation Solution from go-live date		2	60				
3.	Total Cost of Onsite Resources (Sum of Sl. No. 1 and 2)							

Note: The addition/ deletion of resource (optional) will be availed by the Bank based on the requirement of resources during the contract period of five years. Bank shall intimate the same as and when the requirement arises. In case of any resource addition/ deletion between contract period, the pro-rated payments for such resources cost quoted above will be released on its acceptance sign-off, from the month of such resources addition/ deletion till the remaining period.

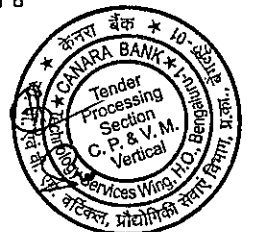


Table-C
One-time Implementation and Migration Cost
[Amount in Indian Rupees]

Sl. No.	Details	Total Cost [exclusive of tax]	Tax for Column a		Total Cost [inclusive of tax]
			% Tax	Tax amt	
		a	b	c	d= a+c
1.	Phase-1: One time installation & implementation Cost for DC and DR for RPA Solution				
2.	Phase-2: One time migration cost for existing RPA processes				
3.	Total One-time Implementation and Migration Cost (Sum of Sl. No. 1 and 2)				

Table-D
Total Cost of Ownership for 5 years Contract Period
[Amount in Indian Rupees]

Sl. No.	Details	Total Cost of Ownership [inclusive of tax]
1.	Total Cost of Enterprise Licenses of proposed RPA Solution as per Table-A	
2.	Total Cost of Onsite Resources as per Table-B	
3.	Total Cost of One-time Implementation and Migration Charges as per Table-C	
4.	Total Cost of Ownership for RPA solution [Sum of Sl. No. 1, 2, and 3]	

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through GeM bid clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the GeM bid.
- vi. The bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.

