

Replies to Prebid Queries of GeM bid ref. no. GEM/2022/B/2683827 dated 03/11/2022 for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Robotic Process Automation (RPA) solution in Canara Bank for 5 years

Sl. No.	GeM Bid Clause	GeM Bid Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Annexure-1 Scope of Work	1.General: p. At present, 40+ of the Bank's processes are automated using UiPath RPA solution and deployed in production. The Bidder shall be responsible for the migration of existing processes to the proposed new / upgraded RPA solution as per clause 10.4 - project timelines.	Request bank to share the details of the 40 use cases to do effort & cost estimation.	The details will be provided to the bidder on request as the matter is of Bank's privacy.
2	11. Uptime	11.3. The selected bidder should consider high-availability (active-passive) at DC & DR with RTO of 120 minutes.	Pls advise if bank is looking at a complete replica of the RPA solution (1control room, 2 bot creator, 4 unattended runner) in the DR Site or Only Control Room level high availability. In case of complete replica, RPA license cost will become double.	Whenever DC setup will down, All processes should run from DR setup.
3	17. Warranty	17.2. The bidder has to provide comprehensive On-site replacement warranty for three (3) years for Proposed Solution (including all Hardware items, software items, operating system and licenses) and subsequent ATS/AMC of two years till project tenure of five (5) years.	Due to current economic scenario (unpredictable USD INR future conversion rate), would request bank to accept Year 2 to Year 5 prices in USD for RPA Software. Bank to kindly confirm.	Bidder has to comply with RFP terms and condition.
4	21. Scope involved during Contract period including Warranty and AMC/ATS (if contracted):	21.7. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.	All globally leading & proven RPA Softwares offer annual subscription based licensing and not perpetual licensing. Hope this clause in the document is not relevant for RPA Software. Kindly confirm.	Kindly refer to Corrigendum-2 for the amended clause.
5	20. Payment terms	20.1. Payment schedule for required Hardware/ Software for Robotic Process Automation solution with required OS, Database License and other Licenses etc. will be as under: Description of Items and services License for Robotic Process Automation Solution	Globally leading RPA software vendors offer annual subscription payable at the beginning of subscription. Bank has the option to avail multi-year subscription with annual advance payment. Hope the bank is Ok with the same.	Kindly refer to Corrigendum-2 for the amended clause.

		Payment terms Payment of the licenses will be perpetual basis on full implementation and sign-off from the Bank.		
6	48. Pricing & Payments:	48.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.	Requesting bank to allow price submission in USD or INR for the RPA software considering the uncertainty in the USD-INR conversion rates.	Bidder has to comply with RFP terms and condition.
7	Annexure-1 Scope of Work	1.General: d. Both DC & DR Setups should be individually capable of catering to the entire requirements and scope as mentioned in the RFP.	Pls confirm if Bank is willing to procure twice the license mentioned (1Control Room, 2 Bot Creators and 4 Unattended Runners) for identical DC DR setup.	Whenever DC setup will down, All processes should run from DR setup.
8	Annexure-1 Scope of Work	1.General: p. At present, 40+ of the Bank's processes are automated using UiPath RPA solution and deployed in production. The Bidder shall be responsible for the migration of existing processes to the proposed new / upgraded RPA solution as per clause 10.4 - project timelines.	As bank is looking to migrate from UI Path to another solution, our understanding is that Bank shall not consider any UI Path bid and bid by the current UI Path partner. Kindly confirm. If Bank allows UI Path / the current partner who implemented UI Path, then other prospective OEMs and bidders shall be at a severe cost disadvantage hence discouraging them to participate in the RFP process.	Bidder has to comply with RFP terms and condition.
9	Annexure-1 Scope of Work	1.General: p. At present, 40+ of the Bank's processes are automated using UiPath RPA solution and deployed in production. The Bidder shall be responsible for the migration of existing processes to the proposed new / upgraded RPA solution as per clause 10.4 - project timelines.	Pls advise if Bank if looking for proven & leading product like "Automation Anywhere" which is rated as leader by analysts Gartner/Forrester OR Ok with just any RPA solution. Moving to the leading solution will ensure there is no gap in terms of features/capabilities when moving from UI Path to the new solution.	Bidder has to comply with RFP terms and condition.
10	Annexure-1 Scope of Work	6.OnsiteResource/Support: i. Resources should also support existing RPA processes for any modifications.	Banks expectation is unclear. Resources are trained and certified on a particular technology & can handle the same. Is bank looking at resource who can manage UI Path as well as the new proposed solution. This shall have an impact on the resource cost.	Resources should trained on proposed RPA solution and whatever process they will develop, they should support that processes for any enhancement or changes.
11	Annexure-5 Pre-Qualification Criteria	Criteria The bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	MII is a Bidder compliance and categorized As Class 1 or 2 basis the percentage of value Addition in India. Hope Bank is not looking at OEM level MII compliance, kindly confirm.	Bidder to refer https://dpiit.gov.in/public-procurements for complete details on Public Procurement (Preference to Make in India).

		Documents to be submitted for Compliance Certificate of local content to be submitted as per Annexure-6.		
12	Annexure-10 Technical Evaluation Parameters	<p>Criteria The bidder having experience in implementation of the proposed RPA Solution in an Indian BFSI (Banking, Financial Sectors and Insurance) organization. (POCs done will not be treated as experience of the bidder)</p> <p>Evaluation Parameters Experience of 7 years or more - 10 marks</p> <p>Experience of less than 7 years but more than 4 years - 7 marks</p> <p>Experience of less than 4 years but more than 1 years - 5 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>	Request to modify as "The bidder/OEM having experience in implementation of the proposed RPA Solution in an Indian BFSI (Banking, Financial Sectors and Insurance) organization"	Bidder has to comply with RFP terms and condition.
13	Annexure-10 Technical Evaluation Parameters	<p>Criteria The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) in India by bidder & currently running. (POCs done will not be treated as experience of the bidder)</p> <p>Evaluation Parameters 8 marks per PSB subject to a maximum of 16 marks</p> <p>Documents to be submitted Documentary evidence of contracts</p>	Request to modify as "The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) or PSUs in India by bidder/OEM & currently running.	Bidder has to comply with RFP terms and condition.

		<p>executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>		
14	Annexure-10 Technical Evaluation Parameters	<p>Criteria The proposed RPA Solution should have been implemented in Scheduled Commercial Banks other than PSBs in India by bidder & currently running. (POCs done will not be treated as experience of the bidder)</p> <p>Evaluation Parameters 3 marks per Scheduled Commercial Bank other than PSBs in India subject to a maximum of 9 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>	Request to modify as "The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) or PSUs in India by bidder/OEM & currently running.	Bidder has to comply with RFP terms and condition.
15	Annexure-10 Technical Evaluation Parameters	<p>Criteria Number of processes automated using the proposed RPA Solution in an Indian BFSI organization by bidder.</p> <p>Evaluation Parameters More than 10 Number of processes - 10 marks 6 to 10 - 7 marks 1 to 5 - 5 marks</p> <p>Documents to be submitted Documentary evidence of contracts</p>	Request to modify as "Number of processes automated using the proposed RPA Solution in an Indian BFSI organization by bidder/OEM" OR "Number of processes automated using the proposed RPA Solution in any large organization by bidder."	Bidder has to comply with RFP terms and condition.

		executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.		
16	General	General	Since there is already working environment for RPA with 40 processes live, kindly confirm whether we can provide you a BOM for recommended Hardware & Software with OS, Database & Middleware Licenses and you would procure the same. The context to this is that the bank may have already got contracts with better discount rates from vendors or may be able to procure at better rates.	Bidder has to comply with RFP terms and condition.
17	General	General	Please elaborate on the scope of implementation and requirement around DC & DRC and migration requirement.	Bidder has to comply with RFP terms and condition.
18	General	General	Our understanding is that the new processes will be discussed during the timelines (as depicted in the RFP) but the timelines of the implementation thereof, will be done by the selected vendor based on the complexity of the processes discussed, which timelines may not be within the timelines in the RFP. Please advise if correctly understood.	The details will be provided to the bidder on request as the matter is of Bank's privacy.
19	General	General	Is it mandatory to have resource 24/7 to support the RPA environment? Or is the bank willing to consider alternate support models also for 8/5 and 8/6?	Bidder has to comply with RFP terms and condition.
20	General	General	Kindly provide more information on the knowledge transfer sessions for the existing automated processes using UiPath RPA solution.	The details will be provided to the bidder on request as the matter is of Bank's privacy.
21	Annexure-1 Scope of Work	1.General 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 / till the month of addition / surrender of such licenses.	The UiPath licenses model is subscribed on yearly basis. But in the RFP (Annexure 1, Sl. No 1-General, Point Z) the license utilization and billing are expected pro-rata basis. Kindly confirm that the licenses can be sold based on yearly subscription.	If in future, Bank requires additional license in the middle of the year, then Bank will pay Pro-rata basis for that year to synchronise the payment from next year upto contract periods.
22	Annexure-1 Scope of Work	1.General p. As per the present requirements of the Bank, Bidder has to provide the following- • One (1) assignment, execution,	Clarification: The statement suggests that Control Center should be able to manage 20 robots and able to scale upto 100 robots. There no of robots that will be part of this RFP are 5 (4 unattended + 1 attended)	Bank floated RFP as per present requirement. In future, it may increase.

		<p>monitoring utility / Control Room / Orchestrator (can accumulate minimum 20 robots and scalable up to 100 robots at no extra cost to the Bank).</p> <ul style="list-style-type: none"> • Two (2) Robot Design / Creator/ Development Studio. • Four (4) 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). 		
23	Annexure-2 Technical Requirements	<p>A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE</p> <p>14. Strong support for documents that need high-accuracy reading of fine-grained text, such as KYC documents, Bank statements, security documents, profit and loss statements, income tax returns, etc.</p>	<p>Is IDP also considered part of the RPA solution? What are the volumes in case an intelligent document processing application is required for the documents? Is workflow for document correction with human in the loop for low quality documents part of the solution? How many users will be considered for the verification process?</p>	Bidder has to comply with RFP terms and condition.
24	Annexure-2 Technical Requirements	<p>A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE</p> <p>16. 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)</p>	<p>Same as point 14 Is line item extraction expected for invoice processing?</p>	Bidder has to comply with RFP terms and condition.
25	Annexure-2 Technical Requirements	<p>A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE</p> <p>19. The solution should have the ability to bring human in the loop to deploy, manage, monitor and optimize entire lifecycle from one central location.</p>	<p>Reference is with respect to bot lifecycle management and monitoring of bot execution.</p>	Bidder has to comply with RFP terms and condition.

26	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 19. The solution should have the ability to bring human in the loop to deploy, manage, monitor and optimize entire lifecycle from one central location.	Reference is with respect to bot lifecycle management and monitoring of bot execution.	Bidder has to comply with RFP terms and condition.
27	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 29. Facility to record and replay each and every step of the process and subsequently convert it into a workflow.	Reference to task mining and process mining capabilities to identify process and task done by the user in the process?	It is an optional/ desirable feature of the solution.
28	General	General	Suggested addition of clause There should be unlimited intelligent data extraction. Clarification This will help Canara bank bring lot of paper-based processes for execution in automated way. Mandatory or optional Mandatory	Bank floated RFP as per present requirement. Hence, Bidder has to comply with RFP terms and condition.
29	General	General	Suggested addition of clause Multiple bots should run on single machine. Clarification This will allow Canara bank to scale up the program Mandatory or optional Mandatory	Bank floated RFP as per present requirement. Hence, Bidder has to comply with RFP terms and condition.
30	General	General	Suggested addition of clause RPA licences should be perpetual. Clarification This will ensure Canara bank cost is capped without escalations in near to mid term Mandatory or optional Mandatory	Bank floated RFP as per present requirement. Hence, Bidder has to comply with RFP terms and condition.
31	19. Penalties & Liquidated damages	19.4. Penalties/Liquidated damages for not maintaining uptime: 19.4.2. The maximum penalty levied shall	Kindly revise the clause to: "The maximum penalty levied shall not be more than 10% of purchase order value (exclusive of GST) during warranty period and 10%	Kindly refer to Corrigendum-2 for the amended clause.



		not be more than 10% of purchase order value (exclusive of GST) during warranty period and 25% of AMC/ATS quoted by the bidder for one year (exclusive of GST) during AMC/ATS period.	of AMC/ATS quoted by the bidder for one year (exclusive of GST) during AMC/ATS period"	
32	General	General	<p>Following clause is missing. Please include:</p> <p>Intellectual Property Rights</p> <p>a. the Licensor hereby confirms that:</p> <p>i. to the best of Licensor's knowledge, the Software Solution does not infringe upon any intellectual property of any third party.</p> <p>ii. All Intellectual Proprietary Rights in Software Solution, Updates, Confidential Information and Trademarks belong to Licensor and have been duly procured by Licensor from authorised sources.</p> <p>b. the Licensee hereby states that;</p> <p>i. The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution.</p> <p>ii. The Licensee shall promptly notify the Licensor of any unauthorized third-party duplication, distribution or use of Software Solution which comes to attention of Licensee and shall provide the Licensor with whatever reasonable assistance as necessary to (i) stop such activities and (ii) recover and / or destroy such unauthorized copies.</p> <p>iii. The Licensee shall not attempt to register any of Trademarks, company names or trade names or any logo used or associated with Software Solution nor shall the Licensee attempt to develop or in any way develop any products, which is similar to any portion of Software Solution.</p> <p>iv. All Intellectual Property Rights in respect of Software Solution delivered to Licensee under this</p>	<p>Bidder to refer the clause 61 of the ATC of the RFP.</p>



			Contract and subsequent support and services including but not limited to product fixes, modifications or enhancements that are either release generally (such as commercial product service packs) or that are provided to Licensee when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) shall belong exclusively to Licensor.	
33	General	General	<p>Following clause is missing. Please include:</p> <p>Limitation of Liability</p> <p>Licensor's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Licensor. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the Software Solution, such liability will be limited to the amount of AMC fees paid to Licensor during the calendar year of such claim. Under no circumstances shall the liability of Licensor regardless of the nature of claim whether in contract, tort, strict liability or any other theory of liability, exceed the amount mentioned above.</p> <p>The aforesaid limitation does not apply to any liability of the Licensor towards violation of third party Copyrights / Intellectual Property Rights as well as any acts of gross negligence, misconduct or fraud on the part of the Licensor or its representatives causing direct loss to the Bank causing mal-functioning or non-functioning of the Software and where such claims are subjected to and decided by the court of law.</p> <p>The Licensor shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, which may be deemed as consequential incident of the claim.</p>	Bidder to refer the clause 63 of the ATC of the RFP.



			The foregoing states and constitutes the entire obligations and liabilities of Licensor to Licensee.	
34	Annexure-10 Technical Evaluation Parameters	<p>Criteria The bidder having experience in implementation of the proposed RPA Solution in an Indian BFSI (Banking, Financial Sectors and Insurance) organization. (POCs done will not be treated as experience of the bidder)</p> <p>Evaluation Parameters Experience of 7 years or more - 10 marks</p> <p>Experience of less than 7 years but more than 4 years - 7 marks</p> <p>Experience of less than 4 years but more than 1 years - 5 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>	Kindly revise the clause to: "The bidder/OEM having experience in implementation of the proposed RPA Solution in an Indian BFSI (Banking, Financial Sectors and Insurance) organization. (POCs done will not be treated as experience of the bidder)"	Bidder has to comply with RFP terms and condition.
35	Annexure-10 Technical Evaluation Parameters	<p>Criteria The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) in India by bidder & currently running. (POCs done will not be treated as experience of the bidder)</p> <p>Evaluation Parameters 8 marks per PSB subject to a maximum of 16 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying</p>	Kindly revise the clause to: "The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) in India by bidder/OEM & currently running. (POCs done will not be treated as experience of the bidder)"	Bidder has to comply with RFP terms and condition.

		that Project has been implemented successfully. Reference from customer along with customer contact details are required.		
36	Annexure-10 Technical Evaluation Parameters	<p>Criteria Number of processes automated using the proposed RPA Solution in an Indian BFSI organization by bidder.</p> <p>Evaluation Parameters More than 10 Number of processes - 10 marks 6 to 10 - 7 marks 1 to 5 - 5 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>	Kindly revise the clause to: "Number of processes automated using the proposed RPA Solution in an Indian BFSI organization by bidder/OEM."	Bidder has to comply with RFP terms and condition.
37	Annexure-10 Technical Evaluation Parameters	<p>Criteria The proposed RPA Solution should have been implemented in Scheduled Commercial Banks other than PSBs in India by bidder & currently running. (POCs done will not be treated as experience of the bidder)</p> <p>Evaluation Parameters 3 marks per Scheduled Commercial Bank other than PSBs in India subject to a maximum of 9 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying</p>	Kindly revise the clause to: "The proposed RPA Solution should have been implemented in Scheduled Commercial Banks other than PSBs in India by bidder/OEM & currently running. (POCs done will not be treated as experience of the bidder)."	Bidder has to comply with RFP terms and condition.

		that Project has been implemented successfully. Reference from customer along with customer contact details are required.		
38	Annexure-1 Scope of Work	Annexure-1 Scope of Work	Please provide the Current Process Flow (sequence of activities performed by users in End to end for each process in scope)	The details will be provided to the bidder on request as the matter is of Bank's privacy.
39	Annexure-1 Scope of Work	Annexure-1 Scope of Work	Kindly list the Applications involved in this Process (Please provide Names).	The details will be provided to the bidder on request as the matter is of Bank's privacy.
40	Annexure-1 Scope of Work	Annexure-1 Scope of Work	What is Current Manual Cycle Time for end to end processing for each process?	The details will be provided to the bidder on request as the matter is of Bank's privacy.
41	Annexure-1 Scope of Work	Annexure-1 Scope of Work	Kindly provide daily Volume of applications?	The details will be provided to the bidder on request as the matter is of Bank's privacy.
42	Annexure-1 Scope of Work	Annexure-1 Scope of Work	What is the peak hours / time of applications during regular working days	Bidder has to comply with RFP terms and condition.
43	13. Onsite Resources	13. Onsite Resources	Can development team work from offshore with customer providing Remote access/VPN Connectivity to RPA Project Team?	Bidder has to comply with RFP terms and condition.
44	12. Training	12. Training	Please provide Training related requirements in details like duration, No. of participants for this engagement	Bidder has to comply with RFP terms and condition.
45	Overall	Overall	What is rational to look for another automation tool/OEM than current UiPath? (cost or performance or both)	Bidder has to comply with RFP terms and condition.
46	Overall	Overall	Are you looking for any additional RPA scope/enhancement for individual process in new BOT development as compared to old BOTs?	Bidder has to comply with RFP terms and condition.
47	Overall	Overall	Infrastructure (laptop / PC / servers) are procured by Canara bank or to be arranged by Services partner	For L1 and L2 onsite resources, Bank will provide PCs to develop the process.
48	Overall	Overall	Are you looking for any trainings of existing Canara bank resources for RPA capabilities	Bidder has to comply with RFP terms and condition.
49	Overall	Overall	Is RPA implementation / Service experience with Global banking organisation like Goldman Sachs considered to be a valid credentials?	Bidder has to comply with RFP terms and condition.
50	Tool	Tool	Is Canara bank open for any automation tools or has a preference to specific automation tool?	Bidder has to comply with RFP terms and condition.
51	Tool	Tool	Any plans to increase the count of UA/A licenses	Bank floated RFP as per present requirement. In future, it may increase.

52	Tool	Tool	For DR site, is the requirement is to replicate all RPA solutions?	Whenever DC setup will down, All processes should run from DR setup.
53	Tool	Tool	Will UiPath be one of the player in tool consideration list or only targeting tools/OEMs other than UiPath?	Bidder has to comply with RFP terms and condition.
54	Services	Services	Out of 40 processes, have we evaluated process complexity for any/all processes (high/medium/low)? If yes please provide analysis.	The details will be provided to the bidder on request as the matter is of Bank's privacy.
55	Services	Services	Request to share the details of identified / shortlisted processes	The details will be provided to the bidder on request as the matter is of Bank's privacy.
56	Services	Services	Is bank looking for an annual maintenance contract for existing / newly implemented BOT? If yes please mention the duration.	Bidder has to comply with RFP terms and condition.
57	Services	Services	Any of new processes are under RPA consideration for new development scope? If yes how many?	Bidder has to comply with RFP terms and condition.
58	Services	Services	What are the major systems (ERP/platforms/workflow/portals) involved in the processes	Bidder has to comply with RFP terms and condition.
59	Services	Services	What are the bank's plan to accommodate implementation cost for change requests in previous BOTs?	Bidder has to comply with RFP terms and condition.
60	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 14. Strong support for documents that need high-accuracy reading of fine-grained text, such as KYC documents, Bank statements, security documents, profit and loss statements, income tax returns, etc.	Document extraction solution is required? What are the volumes in case an intelligent document processing application is required for the documents.	Bidder has to comply with RFP terms and condition.
61	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 16. 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,	Document extraction solution is required? What are the volumes in case an intelligent document processing application is required for the documents. Q. Extraction and human in the loop would be required to correct extraction issues? How many users will be processing data correction. Q. Line item extraction is required?	Bidder has to comply with RFP terms and condition.

		bandwidth, purchase order details etc. and Verification of digitally signed invoices)		
62	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 19. The solution should have the ability to bring human in the loop to deploy, manage, monitor and optimize entire lifecycle from one central location.	Is this same as monitoring requirement from Control centre?	Bidder has to comply with RFP terms and condition.
63	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 19. The solution should have the ability to bring human in the loop to deploy, manage, monitor and optimize entire lifecycle from one central location.	NIL	NIL
64	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 24. The product should have the document understanding capability combining RPA and AI and should be capable of working with structure and unstructured documents like tables, handwriting, signatures and check boxes etc.	Is this process mining or task mining capabilities when we talk of workflow? Or are we talking about a task script created from the recording.	It is an optional/ desirable feature of the solution.
65	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 29. Facility to record and replay each and every step of the process and subsequently convert it into a workflow.	This refers to the control centre scalability to support no of bots and does not include 100 bot runners/robots, which should be the case	It is an optional/ desirable feature of the solution.
66	General	General	Suggested addition of clause There should be unlimited intelligent data extraction. Clarification This will help Canara bank bring lot of paper-based processes for execution in automated way. Mandatory or optional Mandatory	Bank floated RFP as per present requirement. Hence, Bidder has to comply with RFP terms and condition.

67	General	General	<p>Suggested addition of clause Multiple bots should run on single machine.</p> <p>Clarification This will allow Canara bank to scale up the program</p> <p>Mandatory or optional Mandatory</p>	Bank floated RFP as per present requirement. Hence, Bidder has to comply with RFP terms and condition.
68	General	General	<p>Suggested addition of clause RPA licences should be perpetual.</p> <p>Clarification This will ensure Canara bank cost is capped without escalations in near to mid term</p> <p>Mandatory or optional Mandatory</p>	Bank floated RFP as per present requirement. Hence, Bidder has to comply with RFP terms and condition.
69	Annexure-2 Technical Requirements	<p>A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE</p> <p>14. Strong support for documents that need high-accuracy reading of fine-grained text, such as KYC documents, Bank statements, security documents, profit and loss statements, income tax returns, etc.</p>	<p>Document extraction solution is required? What are the volumes in case an intelligent document processing application is required for the documents.</p>	Bidder has to comply with RFP terms and condition.
70	Annexure-2 Technical Requirements	<p>A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE</p> <p>16. 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)</p>	<p>Document extraction solution is required? What are the volumes in case an intelligent document processing application is required for the documents. Q. Extraction and human in the loop would be required to correct extraction issues? How many users will be processing data correction. Q. Line item extraction is required?</p>	Bidder has to comply with RFP terms and condition.
71	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE	Is this same as monitoring requirement from Control centre?.	Bidder has to comply with RFP terms and condition.

		19. The solution should have the ability to bring human in the loop to deploy, manage, monitor and optimize entire lifecycle from one central location.		
72	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 19. The solution should have the ability to bring human in the loop to deploy, manage, monitor and optimize entire lifecycle from one central location.	NIL	NIL
73	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 24. The product should have the document understanding capability combining RPA and AI and should be capable of working with structure and unstructured documents like tables, handwriting, signatures and check boxes etc.	Is this process mining or task mining capabilities when we talk of workflow? Or are we talking about a task script created from the recording.	It is an optional/ desirable feature of the solution.
74	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 29. Facility to record and replay each and every step of the process and subsequently convert it into a workflow.	This refers to the control centre scalability to support no of bots and does not include 100 bot runners/robots, which should be the case	It is an optional/ desirable feature of the solution.
75	General	General	Suggested addition of clause There should be unlimited intelligent data extraction. Clarification This will help Canara bank bring lot of paper-based processes for execution in automated way. Mandatory or optional Mandatory	Bank floated RFP as per present requirement. Hence, Bidder has to comply with RFP terms and condition.
76	General	General	Suggested addition of clause Multiple bots should run on single machine. Clarification This will allow Canara bank to scale up the program	Bank floated RFP as per present requirement. Hence, Bidder has to comply with RFP terms and condition.

			Mandatory or optional Mandatory	
77	General	General	Suggested addition of clause RPA licences should be perpetual. Clarification This will ensure Canara bank cost is capped without escalations in near to mid term Mandatory or optional Mandatory	Bank floated RFP as per present requirement. Hence, Bidder has to comply with RFP terms and condition.
78	Annexure-1 Scope of Work	1. General: p. At present, 40+ of the Bank's processes are automated using UiPath RPA solution and deployed in production. The Bidder shall be responsible for the migration of existing processes to the proposed new / upgraded RPA solution as per clause 10.4 - project timelines.	Please provide details of the 40+ processes along with the process explanation & systems involved.	The details will be provided to the bidder on request as the matter is of Bank's privacy.
79	Annexure-1 Scope of Work	2. Audit Trail: a. The system should provide for adequate audit trail including log reports for all the activities and any changes in configuration, information/data changes, updates, etc.	NIL	NIL
80	Annexure-1 Scope of Work	Annexure-1 Scope of Work	Can we work out a Onsite + Offshore model for support (L1 /L2 or Implementation team)? Or do you need all support personnel to be onsite? Please confirm.	Bidder has to comply with RFP terms and condition.
81	11. Uptime	11.3. The selected bidder should consider high-availability (active-passive) at DC & DR with RTO of 120 minutes.	Pls advise if bank is looking at a complete replica of the RPA solution (1control room, 2 bot creator, 4 unattended runner) in the DR Site or Only Control Room level high availability. In case of complete replica, RPA license cost will become double.	Whenever DC setup will down, All processes should run from DR setup.
82	17. Warranty	17.2. The bidder has to provide comprehensive On-site replacement warranty for three (3) years for Proposed Solution (including all Hardware items, software items, operating system and licenses) and subsequent ATS/AMC of two years till project tenure of five (5) years.	Due to current economic scenario (unpredictable USD INR future conversion rate), would request bank to accept Year 2 to Year 5 prices in USD for RPA Software. Bank to kindly confirm.	Bidder has to comply with RFP terms and condition.
83	21. Scope involved during Contract period	21.7. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank	All globally leading & proven RPA Softwares offer annual subscription based licensing and not perpetual	Kindly refer to Corrigendum-2 for the amended clause.

	including Warranty and (if contracted):	AMC/ATS and (if contracted):	to use the software. Further, all software supplied shall be of latest version.	licensing. Hope this clause in the document is not relevant for RPA Software. Kindly confirm.	
84	20. Payment terms		20.1. Payment schedule for required Hardware/ Software for Robotic Process Automation solution with required OS, Database License and other Licenses etc. will be as under: Description of Items and services License for Robotic Process Automation Solution Payment terms Payment of the licenses will be perpetual basis on full implementation and sign-off from the Bank.	Globally leading RPA software vendors offer annual subscription payable at the beginning of subscription. Bank has the option to avail multi-year subscription with annual advance payment. Hope the bank is Ok with the same.	Kindly refer to Corrigendum-2 for the amended clause.
85	48. Pricing & Payments:		48.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.	Requesting bank to allow price submission in USD or INR for the RPA software considering the uncertainty in the USD-INR conversion rates.	Bidder has to comply with RFP terms and condition.
86	Annexure-1 Scope of Work		1. General: d.Both DC & DR Setups should be individually capable of catering to the entire requirements and scope as mentioned in the RFP.	Pls confirm if Bank is willing to procure twice the license mentioned (1Control Room, 2 Bot Creators and 4 Unattended Runners) for identical DC DR setup.	Whenever DC setup will down, All processes should run from DR setup.
87	Annexure-1 Scope of Work		1. General: p. At present, 40+ of the Bank's processes are automated using UiPath RPA solution and deployed in production. The Bidder shall be responsible for the migration of existing processes to the proposed new / upgraded RPA solution as per clause 10.4 - project timelines.	As bank is looking to migrate from UI Path to another solution, our understanding is that Bank shall not consider any UI Path bid and bid by the current UI Path partner. Kindly confirm. If Bank allows UI Path / the current partner who implemented UI Path, then other prospective OEMs and bidders shall be at a severe cost disadvantage hence discouraging them to participate in the RFP process.	Bidder has to comply with RFP terms and condition.
88	Annexure-1 Scope of Work		1.General: p. At present, 40+ of the Bank's processes are automated using UiPath RPA solution and deployed in production. The Bidder shall be responsible for the migration of existing processes to the proposed new /	Pls advise if Bank if looking for proven & leading product like "Automation Anywhere" which is rated as leader by analysts Gartner/Forrester OR Ok with just any RPA solution. Moving to the leading solution will ensure there is no gap in terms of features/capabilities when moving from UI Path to the new solution.	Bidder has to comply with RFP terms and condition.

		upgraded RPA solution as per clause 10.4 - project timelines.		
89	Annexure-1 Scope of Work	6. Onsite Resource/Support: i. Resources should also support existing RPA processes for any modifications.	Banks expectation is unclear. Resources are trained and certified on a particular technology & can handle the same. Is bank looking at resource who can manage UI Path as well as the new proposed solution. This shall have an impact on the resource cost.	Resources should be trained on proposed RPA solution and whatever process they will develop, they should support that process for enhancement or any changes.
90	Annexure-5 Pre-Qualification Criteria	Criteria The bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020. Documents to be submitted for Compliance Certificate of local content to be submitted as per Annexure-6.	MII is a bidder compliance and categorized as Class 1 or 2 basis the percentage of value addition in India. Hope bank is not looking at OEM level MII compliance, kindly confirm.	Bidder to refer https://dpiit.gov.in/public-procurements for complete details on Public Procurement (Preference to Make in India).
91	Annexure-10 Technical Evaluation Parameters	Criteria The bidder having experience in implementation of the proposed RPA Solution in an Indian BFSI (Banking, Financial Sectors and Insurance) organization. (POCs done will not be treated as experience of the bidder) Evaluation Parameters Experience of 7 years or more - 10 marks Experience of less than 7 years but more than 4 years - 7 marks Experience of less than 4 years but more than 1 year - 5 marks Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.	Request to modify as "The bidder/OEM having experience in implementation of the proposed RPA Solution in an Indian BFSI (Banking, Financial Sectors and Insurance) organization"	Bidder has to comply with RFP terms and condition.

92	Annexure-10 Technical Evaluation Parameters	<p>Criteria The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) in India by bidder & currently running. (POCs done will not be treated as experience of the bidder)</p> <p>Evaluation Parameters 8 marks per PSB subject to a maximum of 16 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>	Request to modify as "The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) or PSUs in India by bidder/OEM & currently running.	Bidder has to comply with RFP terms and condition.
93	Annexure-10 Technical Evaluation Parameters	<p>Criteria Number of processes automated using the proposed RPA Solution in an Indian BFSI organization by bidder.</p> <p>Evaluation Parameters More than 10 Number of processes - 10 marks 6 to 10 - 7 marks 1 to 5 - 5 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>	Request to modify as "The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) or PSUs in India by bidder/OEM & currently running.	Bidder has to comply with RFP terms and condition.
94	Annexure-10 Technical	Criteria The proposed RPA Solution should have	Request to modify as "Number of processes automated using the proposed RPA Solution in an Indian BFSI	Bidder has to comply with RFP terms and condition.

	Evaluation Parameters	<p>been implemented in Scheduled Commercial Banks other than PSBs in India by bidder & currently running. (POCs done will not be treated as experience of the bidder)</p> <p>Evaluation Parameters 3 marks per Scheduled Commercial Bank other than PSBs in India subject to a maximum of 9 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>	organization by bidder/OEM" OR "Number of processes automated using the proposed RPA Solution in any large organization by bidder."	
95	Annexure-1 Scope of Work	<p>1.General: p. At present, 40+ of the Bank's processes are automated using UiPath RPA solution and deployed in production. The Bidder shall be responsible for the migration of existing processes to the proposed new / upgraded RPA solution as per clause 10.4 - project timelines.</p>	Request bank to share the details of the 40 use cases to do effort & cost estimation.	The details will be provided to the bidder on request as the matter is of Bank's privacy.
96	11. Uptime	11.3. The selected bidder should consider high-availability (active-passive) at DC & DR with RTO of 120 minutes.	Pls advise if bank is looking at a complete replica of the RPA solution (1control room, 2 bot creator, 4 unattended runner) in the DR Site or Only Control Room level high availability. In case of complete replica, RPA license cost will become double.	Whenever DC setup will down, All processes should run from DR setup.
97	17. Warranty	17.2. The bidder has to provide comprehensive On-site replacement warranty for three (3) years for Proposed Solution (including all Hardware items, software items, operating system and licenses) and subsequent ATS/AMC of two years till project tenure of five (5) years.	Due to current economic scenario (unpredictable USD INR future conversion rate), would request bank to accept Year 2 to Year 5 prices in USD for RPA Software. Bank to kindly confirm.	Bidder has to comply with RFP terms and condition.
98	21. Scope involved during Contract period	21.7. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank	All globally leading & proven RPA Softwares offer annual subscription based licensing and not perpetual	Kindly refer to Corrigendum-2 for the amended clause.



	including Warranty and AMC/ATS (if contracted):	to use the software. Further, all software supplied shall be of latest version.	licensing. Hope this clause in the document is not relevant for RPA Software. Kindly confirm.	
99	20. Payment terms	20.1. Payment schedule for required Hardware/ Software for Robotic Process Automation solution with required OS, Database License and other Licenses etc. will be as under: Description of Items and services License for Robotic Process Automation Solution Payment terms Payment of the licenses will be perpetual basis on full implementation and sign-off from the Bank.	Globally leading RPA software vendors offer annual subscription payable at the beginning of subscription. Bank has the option to avail multi-year subscription with annual advance payment. Hope the bank is Ok with the same.	Kindly refer to Corrigendum-2 for the amended clause.
100	48. Pricing & Payments:	48.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.	Requesting bank to allow price submission in USD or INR for the RPA software considering the uncertainty in the USD-INR conversion rates.	Bidder has to comply with RFP terms and condition.
101	Annexure-1 Scope of Work	1.General: d. Both DC & DR Setups should be individually capable of catering to the entire requirements and scope as mentioned in the RFP.	Pls confirm if Bank is willing to procure twice the license mentioned (1Control Room, 2 Bot Creators and 4 Unattended Runners) for identical DC DR setup.	Whenever DC setup will down, All processes should run from DR setup.
102	Annexure-1 Scope of Work	1.General: p. At present, 40+ of the Bank's processes are automated using UiPath RPA solution and deployed in production. The Bidder shall be responsible for the migration of existing processes to the proposed new / upgraded RPA solution as per clause 10.4 - project timelines.	As bank is looking to migrate from UI Path to another solution, our understanding is that Bank shall not consider any UI Path bid and bid by the current UI Path partner. Kindly confirm. If Bank allows UI Path / the current partner who implemented UI Path, then other prospective OEMs and bidders shall be at a severe cost disadvantage hence discouraging them to participate in the RFP process.	Bidder has to comply with RFP terms and condition.
103	Annexure-1 Scope of Work	1. General: p. At present, 40+ of the Bank's processes are automated using UiPath RPA solution and deployed in production. The Bidder shall be responsible for the migration of existing processes to the proposed new /	Pls advise if Bank if looking for proven & leading product like "Automation Anywhere" which is rated as leader by analysts Gartner/Forrester OR Ok with just any RPA solution. Moving to the leading solution will ensure there is no gap in terms of features/capabilities when moving from UI Path to the new solution.	The details will be provided to the bidder on request as the matter is of Bank's privacy.

		upgraded RPA solution as per clause 10.4 - project timelines.		
104	Annexure-1 Scope of Work	6. Onsite Resource/Support: i. Resources should also support existing RPA processes for any modifications.	Banks expectation is unclear. Resources are trained and certified on a particular technology & can handle the same. Is bank looking at resource who can manage UI Path as well as the new proposed solution. This shall have an impact on the resource cost.	Resources should be trained on proposed RPA solution and whatever process they will develop, they should support that process for enhancement or any changes.
105	Annexure-5 Pre-Qualification Criteria	Criteria The bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020. Documents to be submitted for Compliance Certificate of local content to be submitted as per Annexure-6.	MII is a bidder compliance and categorized as Class 1 or 2 basis the percentage of value addition in India. Hope bank is not looking at OEM level MII compliance, kindly confirm.	Bidder to refer https://dpiit.gov.in/public-procurements for complete details on Public Procurement (Preference to Make in India).
106	Annexure-10 Technical Evaluation Parameters	Criteria The bidder having experience in implementation of the proposed RPA Solution in an Indian BFSI (Banking, Financial Sectors and Insurance) organization. (POCs done will not be treated as experience of the bidder) Evaluation Parameters Experience of 7 years or more - 10 marks Experience of less than 7 years but more than 4 years - 7 marks Experience of less than 4 years but more than 1 year - 5 marks Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.	Request to modify as "The bidder/OEM having experience in implementation of the proposed RPA Solution in an Indian BFSI (Banking, Financial Sectors and Insurance) organization"	Bidder has to comply with RFP terms and condition.

107	Annexure-10 Technical Evaluation Parameters	<p>Criteria The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) in India by bidder & currently running. (POCs done will not be treated as experience of the bidder)</p> <p>Evaluation Parameters 8 marks per PSB subject to a maximum of 16 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>	Request to modify as "The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) or PSUs in India by bidder/OEM & currently running.	Bidder has to comply with RFP terms and condition.
108	Annexure-10 Technical Evaluation Parameters	<p>Criteria The proposed RPA Solution should have been implemented in Scheduled Commercial Banks other than PSBs in India by bidder & currently running. (POCs done will not be treated as experience of the bidder)</p> <p>Evaluation Parameters 3 marks per Scheduled Commercial Bank other than PSBs in India subject to a maximum of 9 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>	Request to modify as "The proposed RPA Solution should have been implemented in PSBs (Public Sector Banks) or PSUs in India by bidder/OEM & currently running.	Bidder has to comply with RFP terms and condition.
109	Annexure-10 Technical	Criteria Number of processes automated using the	Request to modify as "Number of processes automated using the proposed RPA Solution in an Indian BFSI	Bidder has to comply with RFP terms and condition.

	Evaluation Parameters	<p>proposed RPA Solution in an Indian BFSI organization by bidder.</p> <p>Evaluation Parameters More than 10 Number of processes - 10 marks 6 to 10 - 7 marks 1 to 5 - 5 marks</p> <p>Documents to be submitted Documentary evidence of contracts executed along with completion certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.</p>	organization by bidder/OEM" OR "Number of processes automated using the proposed RPA Solution in any large organization by bidder."	
110	Annexure-1 Scope of Work	<p>1.General: y. Entering into a rate contract with the selected Bidder for the procurement of additional RPA license, and Onsite resource service as and when required, during the Contract Period.</p>	While onsite support is doable, the deployment whether on-site or remote is not clear. Kindly clarify.	Bidder has to comply with RFP terms and condition.
111	Annexure-2 Technical Requirements	<p>A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 12. Solution should be able to integrate with Artificial Intelligence whenever required.</p>	Which other AI tools is the Bank referring to? Kindly elaborate.	Solution should be capable to integrate with market leading AI whenever bank required bank will procure the same.
112	Annexure-2 Technical Requirements	<p>A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 13. Capability to incorporate sophisticated text analytics and Natural Language Processing (NLP).</p>	Which other NLP tools is the Bank referring to? Kindly elaborate.	Solution should be capable to integrate with market leading NLP whenever bank required bank will procure the same.
113	Annexure-2 Technical Requirements	<p>A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 16. Solution should be capable to automate Bulk invoices processing</p>	How many formats and number of invoices are there in total? Are there any handwritten documents? This information will be required to determine the license BOM and eventually commercials.	Bidder has to comply with RFP terms and condition.



		(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)		
114	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 24. The product should have the document understanding capability combining RPA and AI and should be capable of working with structure and unstructured documents like tables, handwriting, signatures and check boxes etc.	Kindly elaborate on the banks expectations with examples.	It is an optional/ desirable feature of the solution.
115	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS SYSTEM SUPPORT 34. The offered solution should have support for the following client side features: 1. Operating Systems: Windows 7, Windows 8, Windows 10 and above. 2. Internet Browsers: a) IE 9, 10, 11 and above. b) Google Chrome Version 51 and above. c) Mozilla Firefox version 47 and above.	IE 9, 10, 11 are out dated platforms. Are there any critical use cases deployed on these platforms? kindly confirm.	Kindly refer to Corrigendum-2 for the amended clause.
116	10. Delivery, installation, integration, commissioning and maintenance	10.4. Project Timelines: The entire scope is classified in 2 phases with timelines for each phase defined in the table below: Phases Phase-I Phase-II Phase-III Timelines T+6 Week T+8 Weeks T+12 Weeks	The timelines will depend on the entire actual scope of work. Bank has not provided any details in terms of use cases and how complicated are they. The service/implementation time lines and commercials are directly related to it. Request more clarity on the SOW.	The details will be provided to the bidder on request as the matter is of Bank's privacy.
117	16. Acceptance	16.2. The warranty will start from the date of Go-Live.	All global leaders for both hardware and the software licenses start there warranty from day of installation, not go-live. Kindy clarify.	Bidder has to comply with RFP terms and condition.

118	20. Payment terms	20.1. Payment schedule for required Hardware/ Software for Robotic Process Automation solution with required OS, Database License and other Licenses etc.	The payment for hardware and licenses should be up-front. The terms for services payment are acceptable. Kindly accommodate.	Kindly refer to Corrigendum-2 for the amended clause.
119	10. Delivery, installation, integration, commissioning and maintenance	10.2. Delivery Schedule is as follows: 10.2.1. Supply of Hardware & other Items (including OS): Within Six (6) weeks from the date of acceptance of Purchase Order or Seven (7) weeks from the date of issue of Purchase Order whichever is earlier.	Requested to increase to 8 weeks and 9 weeks respectively	Bidder has to comply with RFP terms and condition.
120	10. Delivery, installation, integration, commissioning and maintenance	10.3. Installation Schedule: 10.3.1. Installation, Configuration, Integration and Commissioning of Hardware & Other Items (including OS): The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware and other items at DC & DRC within 2 weeks from the date of delivery of all the materials for each ordered locations.	Requested to increase to 4 weeks	Bidder has to comply with RFP terms and condition.
121	10. Delivery, installation, integration, commissioning and maintenance	10.3. Installation Schedule: 10.3.2. Installation, Configuration, Integration and Commissioning of Robotic Process Automation Software Solution: The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Robotic Process Automation Solution at DC & DRC within 2 weeks from the date of delivery of Robotic Process Automation Solution for each ordered locations.	Requested to increase to 4 weeks	Bidder has to comply with RFP terms and condition.
122	10. Delivery, installation, integration, commissioning and maintenance	10.4. Project Timelines: The entire scope is classified in 2 phases with timelines for each phase defined in the table below: Phases Phase-I Phase-II Phase-III Timelines T+6 Week T+8 Weeks T+12 Weeks	Requested to modify Phase-1 to 8 weeks and Phase II to 12 weeks and Phase III to 16 weeks	Bidder has to comply with RFP terms and condition.
123	13. Onsite Resources	13.2. L1 Onsite support should be available for 24x7x365(8 hours per shift).	1. Please clarify L-1 is for Onsite Support. If so who will develop the process identified for automation through	Bidder has to comply with RFP terms and condition.



			RPA Solution as Support Resources and Developers will have different scope/rolls.	
124	13. Onsite Resources	13.3. The selected bidder has to provide onsite resources post Phase II as per clause 10.4.5. 13.6. The billing of onsite support will be commenced after successful project sign-off/acceptance. However, selected bidder has to ensure that onsite resource should be part of the project implementation team.	Installation of RPA Components like Orchestrator, Developers/studio and Bots are to be completed before rolling out the existing processes. Clarification is required	Bidder has to comply with RFP terms and condition.
125	18. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) after Three Years of Warranty Period	18.6. During AMC/ATS Period (if contracted) Bank may, by written notice of not less than 30 days to modify or delete either any location or all locations, either partial items or all items of the contract.	Requested to increase the written Notice to 60 days instead of 30 days	Bidder has to comply with RFP terms and condition.
126	19. Penalties & Liquidated damages	19.2. Penalties/Liquidated damages for delay in Installation and Commissioning of Hardware and Solution/Software would be as under: 19.2.1. Non-compliance of the Installation, Configuration, Integration and Commissioning of Hardware Appliance as per clause 10.3.1. will result in imposing penalty of 0.50% on delay in delivery per week or part thereof by the Bank on the invoice value of Hardware Items (Including OS) (exclusive of Taxes) location/office address wise. 19.2.2. Non-compliance of the Installation, Configuration, Integration and Commissioning of Robotic Process Automation Software solution as per clause 10.3.2. will result in imposing penalty of 0.50% on delay in delivery per week or part thereof by the Bank on the invoice value (exclusive of Taxes) location/office address wise.	Total Penalty/LD of 5% of the total value of the order may be modified to 5% of the total Invoice Value instead of Order Value.	Kindly refer to Corrigendum-2 for the amended clause.



		<p>19.2.3. However, the total Penalty/LD to be recovered under clause 19.2.1. & 19.2.2. shall be restricted to 5% of the total value of the order (exclusive of Taxes).</p> <p>19.3. Penalties/Liquidated damages for delay in project timelines of RPA Solution would be as under: 19.3.1. Non-compliance of the project timelines as mention in clause 10.4.1. will result in imposing penalty of 0.50% on delay in project per week or part thereof by the Bank on the invoice value of implementation of RPA Solution (exclusive of Taxes) location/office address wise. 19.3.2. However, the total Penalty/LD to be recovered under above clause 19.3.1. shall be restricted to 5% of the total value of the order (exclusive of Taxes).</p>		
127	19. Penalties & Liquidated damages.	<p>19.4. Penalties/Liquidated damages for not maintaining uptime: 19.4.1. If the selected bidder fails to maintain the guaranteed Uptime during Warranty and AMC/ATS period (if contracted), the penalty for Uptime will be deducted.</p>	different Penalty slabs are there as per table on the total Purchase Order. Requested to modify the penalty clause on total invoice value (exclusive of Taxes)	Kindly refer to Corrigendum-2 for the amended clause.
128	19. Penalties & Liquidated damages	<p>19.5. 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, Bank shall pay only the proportionate amount of resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% of the Resident resource charges (Excl. of GST) payable to the selected bidder for that quarter for each week and part</p>	<p>Requested to modify this clause as requested below: 1. When resource goes on leave/absent for one week or more Substitute will be provided. For less than one week no penalty to be imposed 2. Penalty 0.5% per week of the resident resource charges payable for that month only to be considered instead of Resident Resource Charges payable to the selected bidder for that quarter.</p>	Kindly refer to Corrigendum-2 for the amended clause.





		thereof of absence. However, total penalty under this clause will be limited to 20% of the total charges (exclusive of GST) payable for Resident Resource charges for that quarter.		
129	20. Payment terms	<p>20.1. Payment schedule for required Hardware/ Software for Robotic Process Automation solution with required OS, Database License and other Licenses etc. will be as under:</p> <p>10 % of the payment will be released:</p> <p>After completion of warranty period and after deducting applicable penalties and liquidated damages.</p> <p>Or</p> <p>On submission of a bank guarantee for equivalent to 10% of the remaining payment.</p>	This clause may be modified as 3 months from date of sign off from the Bank instead of 3 years	Bidder has to comply with RFP terms and condition.
130	41. Bidders Presentation /Site Visits / Product Demonstration/ POC	41.7. The presentation/document shared during the presentation/POC shall form the integral part of the offer made by the bidder and features mentioned therein should be delivered as part of the offer by the bidder at no extra cost to Bank, irrespective of the fact that such features are explicitly mentioned in the Bid or not.	During the presentation if the bidder presents some of the optional items which may or may not be required by the bank. these items will be at additional cost to the bank.	Bidder has to comply with RFP terms and condition.
131	44. Project Ownership	44.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.	Under Point No. 20.8 it has been mentioned this certificate has to be produced by the selected vendor. Please Clarify.	Kindly refer to Corrigendum-2 for the amended clause.
132	44. Project Ownership	44.3. The bidder also has to submit a certificate/Letter from OEM that the proposed services any other related	Under Point No. 20.9 it has been mentioned this certificate has to be produced by the selected vendor. Please Clarify.	Kindly refer to Corrigendum-2 for the amended clause.



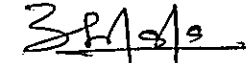
		software offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.		
133	48. Pricing & Payments	48.2. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs 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.	Please clarify whether bank will consider if the same is increased	Bidder has to check applicable taxes & duties in terms of Government guidelines from time to time.
134	Annexure-1 Scope of Work	1.General: c. The solution should be implemented at the Bank's DC Location at Bangalore, along with a complete DR Setup at Bank's DRC Location at Mumbai. Both DC & DR Setups should be available in Active-Passive Mode with High Availability and should be switchable from DC to DR and vice-versa anytime.	Please Clarify whether DR Setups should be similar to that off DC (matching one to one)	Whenever DC setup will down, All processes should run from DR setup.
135	Annexure-1 Scope of Work	1.General: r. The Bidder should arrange a Technical Account Manager / Product Specialist from the OEM, for managing any technical issues related to the products supplied under this RFP, on a 24x7 basis.	There is no mention about this requirement in BOM. Please clarify is it online or remotely over phone/mobile	Bidder has to comply with RFP terms and condition.
136	Annexure-1 Scope of Work	1.General: aa. Bidder should ensure resource* utilization by the solution has to be below 60% at any point of time during contract period. If resource utilization will cross 60%, Bidder has to arrange additional requirement to maintain utilization percentage to below 60% at no extra cost to the Bank. (*resource may include CPU, Memory, Storage, Database & any other equipment).	This clause may be modified as at Cost, as utilisation will increase / decrease on number of additional processes and the data involved. If Banks automate more processes and purchase additional bots, the HW/SW has to be increased on the same and cannot be measured without details of additional processes and data volume to be automated.	Bidder has to comply with RFP terms and condition.
137	Annexure-1 Scope of Work	3.Security Features: d. The web / URL access to the Assignment-Execution-Monitoring utility / Control Room / Orchestrator of the proposed solution should be through	Confirm the Bank will provide the required SSL Certificates	Bank will provide the SSL Certificates

		HTTPS, be accessible from Bank's network / premises only, and should not be disclosed to any other external network / web. The Bidder has to obtain and install appropriate SSL Certificates with appropriate encryptions as required anywhere in the proposed solution for the entire Contract Period.		
138	Annexure-1 Scope of Work	6.Onsite Resource/Support: c. The solution should be implemented at the Bank's DC Location at Bangalore, along with a complete DR Setup at Bank's DRC Location at Mumbai. Both DC & DR Setups should be available in Active-Passive Mode with High Availability and should be switchable from DC to DR and vice-versa anytime.	Please clarify : 3 L-1 resources are for Support only . All the 3 L-1 support resources are to be onsite 24/7 and present on all the 365 days. As per the law, any employee has to get one day weekly off after completion of 6 days. Hence 3 L-1 resources may not be able to meet the Banks requirement. L-1 resources should be increased.	Bidder has to comply with RFP terms and condition.
139	Annexure-1 Scope of Work	6.Onsite Resource/Support: d. The successful Bidder should arrange one L2 resource at our Office in Bangalore during office hours (10 AM to 6 PM) on all Bank working days for onsite development, operations, maintenance, enhancement, support and bug fixes of RPA Solution including automated processes, at no extra cost to Bank.	1 L-2 is for Development purpose. If more processes are to be developed, simultaneous -ly one developer can automate one process at a time. This may lead to delay in delivery (as many wings may require their processes to be automated early). Further there is NO mention about the TEST Environment for testing the developed Bots Bank may include the requirements for providing TEST Environment.	Bidder has to comply with RFP terms and condition.
140	Annexure-1 Scope of Work	6.Onsite Resource/Support: o. Creating and managing environments for Integration Testing and User Acceptance Testing.	Bank has to provide testing environment. It is very risky for performing the Testing also in the production environment	Bidder has to comply with RFP terms and condition.
141	Annexure-1 Scope of Work	6.Onsite Resource/Support: p. 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	Request the Bank to modify this from 30 days to 60 days for providing replacement.	Bidder to comply with the RFP Terms and Conditions
142	Annexure-2 Technical Requirements	A. TECHNICAL AND FUNCTIONAL REQUIREMENTS INFRASTRUCTURE 18. Only single client installation is required irrespective of the number of	Please clarify what is only single client installation.	Kindly refer to Corrigendum-2 for the amended clause.



		processes being run through that endpoint (both fully automated and assisted automation).		
143	Annexure-10 Technical Evaluation Parameters	* The bidder should score minimum 50% of marks out of 100 marks for qualifying under Technical Evaluation. The bidders qualified under Technical Evaluation will be eligible for commercial opening.	Please clarify, after eligible in Technical Evaluation any weightage calculation is available for Bidder who scored more marks in the TE	Bidder has to comply with RFP terms and condition.
144	Annexure-11 Bill of Material	Table-A Price details for Hardware/Software for implementing Robotic Process Automation Solution in Canara Bank	Please clarify if proposed database is other than Oracle, the price quoted in this column will be excluded for arriving the L-1 as the bidder with Oracle DB will have advantage over other DBs	Bidder has to comply with RFP terms and condition.
145	Annexure-1 Scope of Work	1.General: 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.	Whether draft implementation plan vetted by the OEM has to be submitted along with the bid or during the Project Presentation/ Evaluation.	Draft implementation plan vetted by the OEM has to submit along with the bid.

Date: 28/11/2022
Place: Bangalore


Deputy General Manager
Arora

