

Replies to prebid queries and Corrigendum-4 to GeM Bid ref: GEM/2021/B/1399599 dated 03/08/2021 for Selection of System Integrator for Canara HRMS Solution in Canara Bank

Pre Bid Queries & Replies

Sl. No.	GeM bid clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Annexure- 1	Scope of work for System Integrator	Apart from CBS, how many interfaces the HRMS system handle? Also state if they are peer to peer or APIs through Middleware.	In-house applications, Jeevan Praman portal, Mobile Applications, Loan Originating System apart from CBS.
2	Annexure- 1	Scope of work for System Integrator	What is the extent of the Customizations and Bank specific changes in terms of percentage? Also whether Bank will hand over the list of such Customisations and Bank specific changes to the vendor	Details will be shared with the selected bidder.
3	Annexure- 1	Scope of work for System Integrator	In past 5 years how many upgradation / installation / reinstallation / configuration has the system undergone in terms of hardware / software / middleware / storage? Data Points are requested from the bank	Two times.
4	Annexure- 1	Scope of work for System Integrator	The Bank is requested to share data on issues, fixes and nature for HRMS for H/w, S/w Application, Middleware, Support, help desk, regular development	Details will be shared with the selected bidder.
5	Annexure- 1	Scope of work for System Integrator	How many HRMS System / Database / Application / Infrastructure related activities including creation of new instances, environments are currently in place?	Details will be shared with the selected bidder.
6	Annexure- 1	Scope of work for System Integrator	Will The Bank own all specific requirements related to transition/migration from the current vendor?	It is the responsibility of the selected bidder.

7	Annexure- 1	Scope of work for System Integrator	The Bank is requested to provide frequency of regulatory guideline changes in the past 5 years	Approximately 13 Nos.
8	Annexure- 1	Scope of work for System Integrator	The Bank is requested to provide data on current sizing for H/W systems and when was the last sizing done by the Bank/Vendor	Details will be shared with the selected bidder.
9	Annexure- 1	Scope of work for System Integrator	The Bank is requested to provide Policy guidelines for Archival & data purging. When was the last Archival & data purging done? Data points on the same with error log will be helpful	The policies will be shared with the selected bidder. No archival/purging undertaken till date.
10	Annexure- 1	Scope of work for System Integrator	The Bank is requested to provide the latest report on the Security Testing & Response time results for the system to be given	Details will be shared with the selected bidder.
11	Annexure-2	Eligibility Criteria	What is the turnover required for an MSME to participate in the tender	Bidder to comply with the terms and conditions of the GeM Bid document.
12	Annexure-2	Eligibility Criteria	Bidder Eligibility Criteria - Can we limit this to 10 cr instead of 85 cr for Kovaion to participate.	Bidder to refer Corrigendum-4 of the GeM Bid document and comply with the terms and conditions of the GeM Bid document.
13	Annexure- 1	Scope of work for System Integrator	What are the PeopleSoft HCM Modules Canara Bank has Implemented ?	Approximately 90 (Viz. Global Payroll and Salary Processing, Core HR, Pensions, Absence Management, Leaves and Leave Encashment Promotions and Transfers, Staff Provident Fund, Staff Welfare Fund, Allowance and Re-imbursments, Promotions and Transfers, Assets and Liabilities /



				Property Returns, Performance Management etc.)
14	Annexure- 1	Scope of work for System Integrator	No. Of Inbound & Outbound Integrations / Interfaces?	Approximately 5 CBS, In-house applications, Jeevan praman portal, Mobile Applications, Loan Originating System.
15	Annexure- 1	Scope of work for System Integrator	No. Of Reports being used?	Approximately 450
16	Annexure- 1	Scope of work for System Integrator	Can we have an architecture diagram shared with us?	Details will be shared with the selected bidder.
17	Bid Document		If MSME certificate is there, then will it overrule the revenue eligibility? What will be the relaxation or discounted?	Bidder to comply with GeM bid terms and conditions.
18	Bid Document		Can you please give some highlight on Local content?	Bidder to refer all the documents available at https://dpiit.gov.in/public-procurements for complete details.
19	Annexure- 1	2.16. Any hardware requirement for smooth functioning of HRMS system/application, to maintain the SLA and uptime and comply with T&C of the GeM bid and carrying out any activity must be informed in advance	Does the hardware requirement have to be specified at the time of submission itself?	Future hardware requirement shall be sought by the Bank as and when required from the selected Bidder. Bidder to refer the clauses 2.16 and 2.17 of amended Scope of Work mentioned in Corrigendum-4 of the GeM Bid.



20	Document required from seller		<p>Additional Doc 1 (Requested In ATC)</p> <p>Additional Doc 2 (Requested In ATC)</p> <p>Additional Doc 3 (Requested In ATC)</p> <p>Additional Doc 4 (Requested In ATC)</p> <p>Compliance Documents In Respect Of PQC And ITB</p> <p>Any Other Documents As Per Bid (I)</p> <p>Any Other Documents As Per Bid (II)</p> <p>Any Other Documents As Per Bid (III)</p>	Bidder to submit all the additional documents sought in the GeM bid against the available tabs in the GeM portal.
21	Annexure-2	<p>The Bidder has to provide reference letter duly mentioning the solution name with experience from the Customers to this effect.</p> <p>OR</p> <p>From Canara Bank HRMS Tender Aug 2021:</p> <p>For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:</p> <p>a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.</p> <p>b. Execution certificate by client with order value.</p> <p>c. Any other document in support of order execution like Third Party Inspection release note, etc.</p>	Bidder requests to allow submission of self certified letter signed by authorized signatory in absence of customer experience letter/PO copy	<p>No.</p> <p>Certificate from the customer is required.</p> <p>Bidder to comply with the terms and conditions of the GeM Bid document.</p>



22	Annexure-6		Table A is only for capturing onsite resource requirement. Please confirm if only mentioned 9 members are required for this engagement.	For this engagement, Bank requires 9 regular onsite resources. Additional onsite resources will be for Change requests.
23	Annexure-13 (1)		Please confirm the purpose of this form. If the Bidder (non OEM) does this need to filled?	Bidder has to submit Annexure-13(1) & (2) in compliance with Rule 144(xi) in the GFR 2017. Bidder to refer OM F.No.6/18/2019-PPD dated 23/07/2020 of Department of Expenditure, Ministry of Finance, Govt. of India for purpose of this form.
24	Service Level Agreement (SLA)/Draft Contract Agreement		We understand that the bidder is expected to sign the contract agreement and not submit their own SoW. If this correct, please specify the format in which bidder can submit the baseline details and assumptions	Scope is as per the GeM Bid documents.
25	Service Level Agreement (SLA)/Draft Contract Agreement	The RFP/RFQ/EOI Document/ Bid No.....which, inter alia, includes a)The Bid Form and the Price Schedule submitted by the Bidder. b)The Bill of Material. c)The Technical &Functional Specifications; d)The Terms and Conditions of the Contract;.....	There is no separate Technical & Functional Specifications document in this bid, Kindly remove the reference to this document	Bidder to comply with the terms and conditions of the GeM Bid document.
26	Payment Terms		Payment Terms are mentioned only for onsite resources, Kindly confirm the payment terms for other resources.	Bidder to refer amended payment terms mentioned in Corrigendum-4 of the GeM bid.



27	Payment Terms	1.3.The selected bidder has to submit attendance and feedback report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and attendance/feedback report should contain all relevant details of the service provided.	We understand that onsite resources will be working from Canara Bank HQ in Bangalore. If yes, please correct the reference to bank branches/offices	These locations are Head Office and Annexe buildings at Bangalore.
28	General		Bidder requests an extension of 4 weeks for bid submission for the date of receipt of pre-bid query responses	Bidder to comply with the Terms and Conditions of the GeM Bid document.
29	General		Please specify an approximate date for start of this engagement	Bidder to refer clause 2.67 of the amended Scope of Work mentioned in Corrigendum-4 of GeM Bid.
30	Annexure 1 - Scope of Work	1.2. Bank is using a number of modules in Canara HRMS Application for all HRM related functions of the Bank.	Please share the list of all Peoplesoft modules that you are currently using in scope?	Approximately 90 modules. Few modules are Global Payroll and Salary Processing, Core HR, Pensions, Absence Management, Leaves and Leave Encashment, Promotions and Transfers, Staff Provident Fund, Staff Welfare Fund, Allowance and Re-imbursments, Promotions and Transfers, Assets and Liabilities / Property Returns, Performance Management etc. The list of all the modules will be shared with the selected bidder.
31	Annexure 1 - Scope of Work	2.2 The bidder shall act as a System Integrator for implementation of the said solution including but not	Please share the current HRMS system Logical Architecture diagram to understand better # of Appserver/ WebServer/ Process	Details will be shared with the selected bidder.



		limited to design, installation, integration and customization with other solutions as per bank's network architecture	Scheduler(UNIX/NT)/ Oracle Database, Standby Database, RAC Node and other related information for Sizing requirement)	
32	General		Please provide the latest compare report and the list of custom object counts (customized and bolt-ons)	Details will be shared with the selected bidder.
33	Annexure 1 - Scope of Work	2.8 The bidder shall monitor, maintain, support (including OEM Support) and customize existing interfaces, modules/ sub-modules, reports, etc.; 2.41. HRMS application is integrated with other applications running in the bank.	Please provide the list of Applications integrated with HRMS. No of custom reports and major bolt-on enhancements?	Integration: CBS, In-house applications, Life certificate through Jeevan Praman, Mobile Applications etc. Custom reports: around 450. Enhancements: Details will be shared with the selected bidder
34	General		Are you using the delivered PeopleSoft Cobol programs or you have modified them at your end? Please provide the # of external objects modified.(i.e., SQR, COBOL)	Details will be shared with the selected bidder.
35	Annexure - 1	2.38.3. The Bidder shall take necessary steps or necessary arrangements to bring the monthly salary processing time to less than 6 hours	What is current Payroll processing time? Whether Bank is having any issue related to the overall Payroll process timing currently?	Details will be shared with the selected bidder.
36	Annexure - 1	2.3.2.1. Operating System Administration	Please share the list of OS and current version that requires support and Maintenance	HP-UX 11.31, WINDOWS 2019
37	Annexure - 1	2.3.2.2. Database Administration	Please share the Database version with Patch Version	19c
38	Annexure - 1	2.3.4. License and Software Management	Please provide the details of the tool being used for License and software management	Details will be shared with the selected bidder.



39	Annexure - 1	2.3.5. Hardware Configuration & Management	Bank already has an AMC support contract for Hardware configuration and Management. Please confirm what responsibility the Bank requires Bidder to take up in this case?	Bidder to comply with the terms and conditions of the GeM Bid document.
40	Annexure - 1	2.3.6. Management of various environment such as DC, DR, SIT, UAT	Please share the list of environments currently deployed in DC,DR	DC - UAT, Development (Active/Passive), Production (Active/Passive). DR - Production (Active/Passive).
41	Annexure - 1	2.4. OEM Support	a. Please provide the Oracle Enterprise Manager version and DB version b. We understand Bank has contract with Oracle for HRMS application and that covers AMC as well. What is expected from bidder in term of OEM support except for coordination w.r.t ticket closure if any.	(a) 19c (b) Bidder to comply with the terms and conditions of the GeM Bid document.
42	Annexure - 1	2.5. The bidder has to take-over all the activities of development, maintenance, administration etc. from the existing vendor.	a. Please share detail of vendors and team size currently performing development, maintenance, support and Admin activities. b. What is expected for inflight projects/developments which are not yet completed? In case it is expected from bidder to takeover and bring it for closure, please share details (description, current stage, timeline, skill, effort) c. What is current monthly volume of incidents and service request. Also pls share distribution of L1/L2/L3 incidents and average service request time.	Details will be shared with the selected bidder.



43	Annexure - 1	2.10. The bidder shall work closely with respective OEMs of Hardware / Software of HRMS Solution during any upgradation/migration and any other activity to achieve the same in time bound manner. The bidder has to log a call / raise a ticket on behalf of the Bank to respective OEMs in case of any support required from the Application / Hardware / Solution OEM	a. We understand Bank already has AMC contract with all OEMs. The expectation from bidder is to coordinate and get ticket closed. Pls confirm. b. Please provide detail of ticketing tool to be used to raise the ticket for respective OEM. c. We assume helpdesk service (ticket creation, triaging, assignment etc.) will be taken care by bank existing team. Pls share ticket flow.	(a) Bidder to comply with the terms and conditions of the GeM Bid document. (b) & (c) Details will be shared with the selected bidder.
44	Annexure - 1	2.12.4. Data / table corruptions	Whether Bank uses "Active DataGuard" to Prevent Data Corruption?	Details will be shared with the selected bidder.
45	Annexure - 1	2.12.1, 2.12.2 and 2.12.3	Whether Bank Implemented Maximum Availability Architecture?	Details will be shared with the selected bidder.
46	Annexure - 1	2.14. The bidder shall be responsible for implementing any new upgrade/version/HCM Image released by OEM from time to time during period of contract which includes the data conversion (if required), development, customizations wherever required	a. We understand that bank already has contract with OEM for AMC/upgrade/update. Bidder is expected to coordinate and perform customization if required. Pls confirm.	Bidder to comply with the terms and conditions of the GeM Bid document.
47	Annexure - 1	2.17 The Bank is not responsible for any assumption made by the bidder with respect to the sizing.	Please provide current HRMS application DB Size, Current Growth Percentage of Data YoY and # of Users (i.e., Core HRMS Application users, # of Employees, # of concurrent users). Please provided YOY growth of Users.	Details will be shared with the selected bidder.

48	Annexure - 1	2.18. & 2.19 The selected bidder shall carry out any upgradation / installation / reinstallation / configuration in the system in terms of hardware /	a) Please let us know the current Infrastructure Details related to HRMS application e.g. # of cores, RAM etc B) Also let us know Whether Bank is planning to move out of HP UNIX OS to any other OS in future?	Details will be shared with the selected bidder.
49	Annexure - 1	2.23. The Bidder shall ensure timely completion of all regular / ad-hoc processes of the Bank in HRMS Solution like batch/payroll/pension/wage-settlement arrears/bonus etc.	a. Please let us know whether Bank is using any Batch Processing Tool (i.e. Autosys) b. Typically operational processes are run by the Bank team. In case of any issue with interface/application, will be taken up by bidder support team. Pls confirm. c. In case operational process are expected to be run by bidder, pls share details like: process name, time taken by each process, frequency to run these process (daily, weekly, monthly etc.), time window (like early morning, night etc.).	Details will be shared with the selected bidder.
50	Annexure - 1	2.24. Bank may plan to shift/replicate/migrate data available in HRMS Solution to different platform for any reason/requirement like advanced platform/ advanced hardware/ advanced software/ convenience/ load balance etc. Bidder shall arrange for all specific requirements related to transition/migration from one platform to another platform.	a. Since it's futuristic and will have impact on effort. Kindly provide roadmap for such platform change. Or will it be taken up through change request. Pls clarify.	Bidder to comply with the terms and conditions of the GeM Bid document.
51	Annexure - 1	2.33. Integration with Active Directory:	Whether DC and DR uses same Active Directory or Different Active Directory. Please provide the name of the AD	Details will be shared with the selected bidder.

52	Annexure - 1	2.34.1. Bank is in process of implementation of Application Monitoring Tool. The Bidder shall integrate HRMS solution with this solution for proactive monitoring and maintaining Application.	Please provide the Application Monitoring Tool detail, DB Version and OS and other relevant Information related to this implementation.	Details will be shared with the selected bidder.
53	Annexure - 1	2.37. Archival Solution & Purging of Data	Need clarification on what type of data to be uploaded and downloaded. Also pls share Volume of data and frequency for upload and download.	Query not pertaining to referred clause.
54	Annexure - 1	2.38.2.The bidder shall provide all the changes / modifications / update/ enhancement and customizations to the Deliverables required to comply with any statutory/ business/ regulatory requirement or any industry-wide changes at no additional cost to the Bank.	As specified in section 2.52, In case effort is more the 20 man day per month, will be taken up through change request. Pls clarify.	Bidder to refer clause 2.54 of the amended Scope of Work mentioned in Corrigendum-4 of the GeM bid and comply with the terms and conditions of the GeM Bid document.
55	Annexure - 1	2.38.3.The Bidder shall take necessary steps or necessary arrangements to bring the monthly salary processing time to less than 6 hours and shall attend any issue related to Payroll processing.	a. Please specify what is current monthly processing time for salary processing.	Details will be shared with the selected bidder.
56	Annexure - 1	2.38.8.The bidder shall use an orchestration tool for starting/stopping and managing the services/ applications	Please specify which orchestration tool is currently used.	Details will be shared with the selected bidder.
57	Annexure - 1	2.39. Peoplesoft HRMS Application is to be upgraded to latest version/HCM Image	Does the Bank have any freeze period during which we can take up this upgrade?	Details will be shared with the selected bidder.

58	Annexure - 1	2.39. Peoplesoft HRMS Application is to be upgraded to latest version/HCM Image	Upgrade activity will require setup of additional environments/instances. Please confirm if Bank will provision the hardware for the same	Details will be shared with the selected bidder.
59	Annexure - 1	2.42. The Bidder shall maintain/support configuration for enabling access to HRMS Application through VPN.	Whether it requires support from the Application side or It requires support from the Network side to Configure the VPN?	Application side only.
60	Annexure - 1	2.44. The bidder shall also perform the Integrated Application Security Testing (IAST), DAST/SAST and Source Code Audit (SCA) of new modules/ interfaces/ changes/ scripting or change in existing modules as made by the onsite customization/ development team.	Our understanding is IAST, DAST/SAST and source code audit will be performed by Bank and Bidder has to close all the observations/recommendations. Pls clarify.	Audit will be carried by external agencies of the Bank and all the observations/recommendations are to be attended and closed by the bidder.
61	Annexure - 1	2.51. Providing reports/ screens in bi-lingual format (Hindi and English languages),	What are all the languages currently Installed and Supported in HRMS?	English
62	Annexure - 1	2.52. The Bidder may ask for Change Request for only those customizations/ developments/ enhancements/ interfaces having development efforts greater than 20 Man-days.	Is it 20 Man days per month. Pls clarify?	More than 20 Man Days is per Change Request. Bidder to refer clause 2.54 of the amended Scope of Work mentioned in Corrigendum-4 of the GeM bid and comply with the terms and conditions of the GeM Bid document.
63	Annexure - 1	2.54.1. The Bank has established UAT Setups for HRMS solution. Bidder is required to maintain the UAT Setups for the period of contract and ensure continuous availability of UAT Setups	Whether UAT/TEST is setup as a High Availability Architecture? Please provide the Logical Architecture setup to understand the requirement better	Details will be shared with the selected bidder.



64	Annexure - 1	2.54.3. The UAT includes Load tests etc.	Please provide details of the load testing tool used by the Bank for this engagement	Details will be shared with the selected bidder.
65	Annexure - 1	2.56.1. All resources deployed by the bidder should mandatorily be on bidder's payroll.	Can a bidder use it's empanelled vendors for some of the service part. End to end ownership will still remain with bidder. PIs clarify.	No. Bidder to comply with the terms and conditions of the GeM Bid document.
66	Annexure - 1	2.56.4.1. The Admin team shall be available onsite 24 X 7, at any point of time/shifts including holidays and nonworking hours of the Bank for monitoring HRMS Application and tuning, Payroll Processing activities, Database/System related maintenance/ management activities that are scheduled/ planned/ unplanned.	please clarify whether Admin Need to work at Onsite during Bank Holiday/Public Holiday? Also with the current Covid 19 crisis, please confirm if these can be moved to offshore	All resources to work onsite. Bidder to refer clause No. 2.58 & 4.11 of the amended Scope of Work mentioned in Corrigendum-4 of the GeM bid and comply with the terms and conditions of the GeM Bid document.
67	Annexure - 1	2.56.3. The Bidder shall arrange for Four Support Engineers, Two Database Administrator, One System Administrator and Two PeopleSoft Administrators.	Are these the only resources expected to handle the entire engagement? If yes, this being a fixed price project, bidder will need to deploy project manager also.	Yes, these resources only are expected to handle the entire engagement. No separate Project Manager shall be engaged. Bidder to refer clause 2.60.3 of the amended Scope of Work mentioned in Corrigendum-4 of the GeM bid and comply with the terms and conditions of the GeM Bid document.



68	Annexure - 1	2.56.4.3. Four support engineers shall be available onsite for Application Support, Customization and Development (involving Development efforts upto 20 Man-Days) shall be available onsite on Bank's working days with staggering of working hours as decided by the Bank.	Pls specify working hours.	8 hours.
69	Annexure - 1	2.56.4.5. The Admin Team shall work 24 X 7 (Including holidays) with Week-off of one day for each Admin.	Whether PSADMIN can work remotely to support P1/P2/P3 ticket during Off Business Hrs? Please let us know	Bidder to comply with the terms and conditions of the GeM Bid document, all the admin resources to be onsite and monitor 24 *7.
70	Annexure - 1	2.56.5. The Bidder shall ensure Onsite Monitoring on continuous basis 24x7 for Canara HRMS application and maintain the SLA and uptime and comply with T&C of the GeM bid.	Since app monitoring tool is being implemented by bank, can the same be used for real-time monitoring and generating auto alert in case of any issue. Or 24x7 manual monitoring is expected, pls clarify	No Application Monitoring Tool is available. It needs to be monitored manually. As and when tool is introduced, Bank may take a call on the number of resources.
71	Annexure - 1	2.56.7.8. The team shall Ensure that all application servers at DC and DR are in Sync.	Is there any tool currently used to Sync between DC and DR?	No tool
72	Annexure - 1	2.56.7.16. The team shall Download and upload of data from various delivery channels on Bank's website and other applications interfaced to CBS and other applications / systems as per requirements	Need clarification on what type of data to be uploaded and downloaded. Also pls share Volume of data and frequency for upload and download.	Details will be shared with the selected bidder.



73	Annexure - 1	2.56.7.25.The team should be available at the time of running payroll at any point of time and shall be responsible and available on site until successful completion of monthly payroll as per need including on holidays.	please clarify whether Support Engineer need to work at Onsite during Bank Holiday/Public Holiday? Also with the current Covid 19 crisis, please confirm if these can be moved to offshore	All resources should work onsite only. Bidder to refer clause 2.58.4 of the amended Scope of Work mentioned in Corrigendum-4 of the GeM bid and comply with the terms and conditions of the GeM Bid document.
74	Annexure - 1	2.56.7.26.The team shall provide online dashboard	Do you have any tool for this or you require vendor to provide the Dashboard?	No tool available. Selected bidder to provide the Dashboard.
75	Annexure - 1	2.61. Educational Qualifications, Criteria and Experience of all the resources	As per Bank requirement People with 3+ Yrs Experience and Oracle Database Administration/PeopleSoft Administration Certification is mandatory. Can the Certification be relaxed if the experience level is Higher than 5+ Yrs? Please let us know.	Bidder to refer clause 2.63.7 of the amended Scope of Work mentioned in Corrigendum-4 of the GeM bid and comply with the terms and conditions of the GeM Bid document.
76	Annexure - 1	2.63.1.5. Non-compliance of timeline for RTO and RPO.	Please provide current RTO and RPO	Details will be shared with the selected bidder.
77	Annexure - 1	2.63.1.6.Such calls shall be resolved within 3 hours of raising the call.	Please confirm 3 hours/ 6 hours/16 hours are working hours or clock hours for resolution of P1/P2/P3 respectively.	Clock hours.
78	Annexure - 1	2.63.9.If the support services is not provided on 24*7 basis and/or satisfactory services are not provided, the Bank with its discretion may reject the proposal / terminate the contract, without assigning any reason.	As per section 2.56.4 admin service is 24x7 and rest is as per working hours. Whereas here expectation is 24x7 for all support services. Pls clarify	Bidder to refer clause 2.58.4 of the amended Scope of Work mentioned in Corrigendum-4 of the GeM bid wherein it is mentioned that admin services are 24 * 7 and other resources are as per working hours/days. Bidder to comply with the terms



				and conditions of the GeM Bid document.
79	Annexure - 1	2.65.3.All the in-scope Services and support shall start within 7 days from the date notified by the Bank and not later than 1st March 2022 upon sign-off of takeover/transition from existing service provider after approval of Bank authorities. During the transition, transition team shall take care of all the activities and support as per scope. The resources of transition team shall be equally skilled (as of On-site Support Team) and may continue as part of On-site Support Team after sign-off if the fulfill the necessary criteria	During transition outgoing vendor shall be responsible to perform all services and support. Post completion of transition it's expected from bidder to perform all in scope services and support. Pls confirm.	It is the responsibility of the selected bidder to perform all the services during the transition period. The outgoing vendor shall support the transition by handing over to the selected bidder.
80	Annexure - 1	2.68.1 and 2.68.2	Tracking of all guideline/advisories from RBI and other statutory body will be banks responsibility. Bank will provide inputs to bidder's team and bidder team will ensure to adhere to provided inputs/feedback. Pls confirm.	Bidder to comply with the terms and conditions of the GeM Bid document.
81	Annexure - 1		Whether any Object Version Control Tools Used (i.e., PHIRE,STAT etc.,)	Details will be shared with the selected bidder.
82	Annexure - 1		Any Database Backup/Scheduling Tools used (i.e., COMMVault)	Details will be shared with the selected bidder.
83	Annexure - 1		Please let us know whether HRMS application is used by any other Bank Subsidiary?	No.
84	Annexure - 1		How many Years of Data currently reside in the HRMS application?	Details will be shared with the selected bidder.
85	Annexure - 1		Can the resources for an Upgrade project work from Off-site/remote ?	No. Bidder to comply with the terms




				and conditions of the GeM Bid document.
86	Annexure - 1	2.38, 2.60	a. Please confirm if Bank will responsible for helpdesk/ User Support (L0/L1). b. Please explain complete ticketing process (source of tickets and ticket flow). c. Please provide details of ITSM tool being used for ticket management.	Bidder to refer clause 2.62 of the amended Scope of Work mentioned in Corrigendum-4 of the GeM bid and comply with the terms and conditions of the GeM Bid document.
87	General		Service Ticketing: Are there any separate service tickets and what are the hours considered against SRs?	Details will be shared with the selected bidder.
88	General		2. Contract Duration:	5 years.
89	General		Bidder recommends a transition period of 8 weeks. Please confirm if this can be accommodated	No. Bidder to refer clause 2.67 of the amended Scope of Work mentioned in Corrigendum-4 of the GeM bid and comply with the terms and conditions of the GeM Bid document.
90	General		3. Ticketing Data from the existing system: Can we have a dump of 12/24 months of ticketing data for a detailed analysis	Details will be shared with the selected bidder.
91	General		a) Total Core and Self Service Users: How many core and self service users use the system to be supported?	Appx. 90000
92	General		Who should manage Disaster Recovery activities? Please confirm.	Bidder to comply with the terms and conditions of the GeM Bid document.
93	General		Who should manage Security & Audit activities? Please confirm	Bidder to comply with the terms and conditions of the GeM Bid document.
94	General		For parity among bids, please specify the # of enhancement hours to be bucketed per month	As per Bill of Material of the GeM Bid document.



95	General		Please confirm if the HRMS solution is only for Canara Bank, India	HRMS solution is used by all employees of Canara Bank.
96	General		10. is there an existing RACI available between Bank and existing AMS vendor which can be used to get a better understanding of roles and responsibility division	Details will be shared with the selected bidder.

Date: 08/09/2021
Place: Bangalore


Deputy General Manager

