

Replies to Prebid Queries for GeM Bid ref no. GEM/2023/B/3066561 dated 02/02/2023 for Supply, Installation, Implementation and Maintenance of API Banking Solution in Canara Bank for 5 years.

Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
1	STC Annexure-2 Technical/Functional Requirement	4. Platform should use Industry Standards integration mechanism to enable integration with various applications.	We support most of all industry standards integration. If is there any specific then bank to tell in advance as this may require customization	Information will be shared with selected bidder
2	STC Annexure-2 Technical/Functional Requirement	27. The proposed solution should able to create APIs from legacy and modern data sources like SQL, NoSQL and external API resources	This is will be implemented on the fly as some api's may require custom code level changes	Bidder to comply with RFP terms
3	STC Annexure-2 Technical/Functional Requirement	39. The proposed solution should support End user notifications over email, Apple Push Notification Service (APNS) ,SNMP, HTTP Post and Android alerts	This will require the Api , bank to provide Api's for the same	Bank to provide required APIs
4	STC Annexure-2 Technical/Functional Requirement	61. The proposed solution should support both modern security standards including OAuth 2.0, JWT, JWE, JWS, JWK, JWA, SAML, Kerberos, OpenID Connect, PKI, X.509 certificates, LDAP, HTTP basic, digest, SSL client-side certificate authorization etc.	We support most of all industry standards integration. If is there any specific then bank to tell in advance as this may require customization	Bidder to comply with RFP terms
5	STC Annexure-2 Technical/Functional Requirement	23. The proposed solution should support the Transformations to enable interoperability of different API forms (i.e. XML to JSON, JSON to XML, SOAP to REST, REST to SOAP, ISO to XML, XML to ISO ,ISO to JSON etc. ).	Please confirm if other systems support the integration and they have the required API's are available at the time of project implementation	Information will be sharde with selected bidder
6	STC Annexure-2 Technical/Functional Requirement	78. The solution configurable for cryptographic algorithms (Triple DES, AES, SHA, RSA, ECC etc.)	some of standard may be different , it is assumed that product can follow the industry standards	Bidder to comply with RFP terms
7	STC Annexure-10 Technical Evaluation Parameters	Sl No. 1 - Implementation experience for API Banking Solution by OEM. Public Sector/Private Banks in India: 1 Bank - Max 15 marks 2 Banks - Max 20 Marks Bidder has to furnish documentary evidence purchase orders/Service level agreement in the last three (03) years to verify the same.	Kindly modify the clause to "Bidder has to furnish documentary evidence purchase orders/Service level agreement in the last four (04) years to verify the same.	Bidder to comply with RFP terms
8	STC Annexure-10 Technical Evaluation Parameters	Sl No. 1 - Implementation experience for API Banking Solution by OEM. Public Sector/Private Banks in India: 1 Bank - Max 15 marks 2 Banks - Max 20 Marks Bidder has to furnish documentary evidence purchase orders/Service level agreement in the last three (03) years to verify the same.	Kindly modify the clause to "Implementation experience for API Banking Solution by OEM to Public Sector/Private Banks/BFSIs in India"	Bidder to comply with RFP terms
9	STC Annexure-10 Technical Evaluation Parameters	Sl No. 2 - No of APIs implemented in Other Banks. >300 - Max 10 Marks 201-300- Max 8 Marks 101-200- Max 5 marks <100 - 0 Marks Documentary evidence of number of implementation of APIs. Reference from customer along with customer contact details are required.	Kindly modify the Documentary evidence to "Bidder to submit an undertaking on Bidder's letterhead specifying the number of implementgtaion of APIs"	Bidder to comply with RFP terms

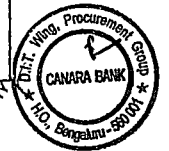


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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
10	STC Annexure-10 Technical Evaluation Parameters	Sl No. 3 - Platform Experience in handling API Messages in Bank's Implementation. >=700 TPS - 5 marks 500-699 TPS - 2 Marks <500 TPS - 0 Marks Documentary evidence for handling API Messages in Bank's Implementation. Reference from customer along with customer contact details are required.	Kindly modify the Documentary evidence to "Bidder to submit an undertaking on Bidder's letterhead specifying the experience of Bidder's Platform in handling API Messages in Bank's implementation in terms of tps"	Bidder to comply with RFP terms
11	STC Annexure-11 Bill of Material	Table - A Sl No. 2 - License for production and Non-production for Active Directory services/ Directory Services/Similar Secured identity managing Authentication services which can be Integrated with API tool with 1 year of warranty period for 1000 user's with a concurrency support of 5% capacity.	Kindly elaborate on the requirement and the scope to be considered by the Bidder to provide the Cost for the same	Information will be shared with selected bidder. Prices for such services are mentioned as part of Bill-of-material
12	STC Annexure-11 Bill of Material	Table-A Sl No. 3 - Enterprise License (for Production & Non-production) of Kubernetes/ Message Queue Management/ Similar Technology with 1 year of warranty period.	Kindly elaborate on the requirement and the scope to be considered by the Bidder to provide the Cost for the same	Information will be shared with selected bidder. Prices for such services are mentioned as part of Bill-of-material
13	Generic	Generic	Our understanding is that the entire hardware and the underlying software such as Operating System will be provided by the bank and bidder need to provide the hardware sizing. Kindly confirm if our understanding is correct.	Hardware only will be provided by the Bank
14	Generic	Generic	In case bank expects the bidder to provide the underlying software such as operating system, antiserer etc kindly provide the list of items that the bidder need to provide and include in its pricing	Bidder to provide the necessary details to comply with the scope mentioend in RFP documents
15	STC 19. Penalties & Liquidated damages	19.11 All the above LDs are independent of each other and are applicable separately and concurrently.	Kindly cap the maximum penalty and LD to 10% of the total contract value .	Bidder to comply with RFP terms
16	Generic	Generic	Which deployment model bank suggest VM based or etc.	Information will be shared with selected bidder
17	Generic	Generic	Please provide TPS for DEV, UAT and Production	700 for production and 20 TPS for non-production
18	STC Annexure-1 Scope of Work & Functional Requirement	11. Bidder has to provide the latest Benchmark report of any reputed external agency / OEM for the proposed product as per point number 1.10 above. Benchmark report should clearly highlight the performance metrics and level of scalability of the solution being offered.	Our understanding is that the latest benchmark report has to be provided during the deployment stage of the project and not as part of the RFP submission. Kindly confirm if our understanding is correct.	Bidder to comply with RFP terms
19	GeM Clause Page No. 2 of 7	Earnest Money Deposit of INR 50,00,000 in the format of Bank Guarantee	Kindly reduce the amount to INR 10,00,000	Bidder to comply with RFP terms



Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
20	STC 58: Intellectual Property Rights	58. Intellectual Property Rights	<p>Following clause is missing. Please include in point 58: Intellectual Property Rights</p> <p>a.the Licensor hereby confirms that: i.to the best of Licensor's knowledge, the Software Solution does not infringe upon any intellectual property of any third party. 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; i.The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution. 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. 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. iv.All Intellectual Property Rights in respect of Software Solution delivered to Licensee under this 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</p>	Bidder to comply with RFP terms
21	Generic	Limitation of Liability	<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 or for any loss or damages caused to the Bank's premises or property, solely attributable due to the acts of the Licensor/ Licensor 's employees, representatives.</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> <p>The foregoing states and constitutes the entire obligations and liabilities of Licensor to Licensee.</p>	Bidder to comply with RFP terms



Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply																																				
22	STC 20. Payment Terms	<p>20.1 Payment schedule will be as under:</p> <table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Payment Stages</th> <th>% of Payment</th> <th>Conditions/Remarks</th> </tr> </thead> <tbody> <tr> <td rowspan="2">1</td> <td rowspan="2">Enterprise License with unlimited user but limited to 720 TPS Cost for a period of 5 Years.</td> <td>60%</td> <td>On Installation, Implementation, configuration &amp; commissioning of base version of proposed solution on the proposed hardware and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.</td> </tr> <tr> <td>40%</td> <td>After successful go live of 1 Year and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents</td> </tr> <tr> <td rowspan="3">2</td> <td rowspan="3">Implementation Cost</td> <td>50%</td> <td>After Successful Go-live of 100 APIs and Acceptance/Sign off by the Bank on production of relevant documents</td> </tr> <tr> <td>25%</td> <td>After Successful Go-live of Total 300 APIs and Acceptance/Sign off by the Bank on production of relevant documents</td> </tr> <tr> <td>25%</td> <td>After Successful Go-live of Total 500 APIs and Acceptance/Sign off by the Bank on production of relevant documents</td> </tr> </tbody> </table>	Sl. No.	Payment Stages	% of Payment	Conditions/Remarks	1	Enterprise License with unlimited user but limited to 720 TPS Cost for a period of 5 Years.	60%	On Installation, Implementation, configuration & commissioning of base version of proposed solution on the proposed hardware and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.	40%	After successful go live of 1 Year and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents	2	Implementation Cost	50%	After Successful Go-live of 100 APIs and Acceptance/Sign off by the Bank on production of relevant documents	25%	After Successful Go-live of Total 300 APIs and Acceptance/Sign off by the Bank on production of relevant documents	25%	After Successful Go-live of Total 500 APIs and Acceptance/Sign off by the Bank on production of relevant documents	<p>Kindly revise the Payment terms to:</p> <table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Payment Stages</th> <th>% of Payment</th> <th>Conditions/Remarks</th> </tr> </thead> <tbody> <tr> <td rowspan="2">1</td> <td rowspan="2">Enterprise License with unlimited user but limited to 720 TPS Cost for a period of 5 Years.</td> <td>60%</td> <td>20% Advance with Purchase Order Generation 20% during requirement Gathering Stage 20% on Installation, Implementation, configuration and commissioning of base version of proposed solution on the proposed hardware and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.</td> </tr> <tr> <td>40%</td> <td>20% on UAT delivery 20% After successful go live of 1 Year and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents</td> </tr> <tr> <td rowspan="3">2</td> <td rowspan="3">Implementation Cost</td> <td>70%</td> <td>After Successful Go-live of 100 APIs and Acceptance/Sign off by the Bank on production of relevant documents</td> </tr> <tr> <td>15%</td> <td>After Successful Go-live of Total 300 APIs and Acceptance/Sign off by the Bank on production of relevant documents</td> </tr> <tr> <td>15%</td> <td>After Successful Go-live of Total 500 APIs and Acceptance/Sign off by the Bank on production of relevant documents</td> </tr> </tbody> </table>	Sl. No.	Payment Stages	% of Payment	Conditions/Remarks	1	Enterprise License with unlimited user but limited to 720 TPS Cost for a period of 5 Years.	60%	20% Advance with Purchase Order Generation 20% during requirement Gathering Stage 20% on Installation, Implementation, configuration and commissioning of base version of proposed solution on the proposed hardware and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.	40%	20% on UAT delivery 20% After successful go live of 1 Year and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents	2	Implementation Cost	70%	After Successful Go-live of 100 APIs and Acceptance/Sign off by the Bank on production of relevant documents	15%	After Successful Go-live of Total 300 APIs and Acceptance/Sign off by the Bank on production of relevant documents	15%	After Successful Go-live of Total 500 APIs and Acceptance/Sign off by the Bank on production of relevant documents	Bidder to comply with RFP Terms
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23	GeM Clause Page No. 1 of 7	Bid End Date/Time/ <b>बिड बंद होने का समय</b> 27-02-2023 15:00:00	Requesting to provide proposal submission extension by 4 weeks to prepare and submit the final proposal	Bidder to refer Corrigendum-2																																				
24	STC 10. Delivery, installation, integration, commissioning and maintenance	<p>10. 2 Project Timelines Sl No. 3 - Implementation 100 APIs - Within 4 Months from the Hardware readiness by the Bank 300 APIs - Within 6 Months from the Hardware readiness by the Bank. Or within 2 months of 100 APIs implementation, whichever is earlier. 500 APIs - Within 9 Months from the Hardware readiness by the Bank. Or within 3 months of 300 APIs implementation, whichever is earlier.</p>	<p>Request to shift the timeline by 3 months as shared below:- 100 APIs - Within 7 Months from the Hardware readiness by the Bank 300 APIs - Within 9 Months from the Hardware readiness by the Bank. 500 APIs - Within 12 Months from the Hardware readiness by the Bank.</p>	Bidder to comply with RFP Terms																																				



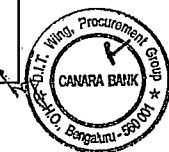
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25	STC Annexure-5 Pre-Qualification Criteria	Sl No. 6 - The Bidder (including its OEM, if any) should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. a natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	We would request the bank to kindly remove this clause since one of our preferred OEMs for the solution stack is from neighbouring country which has land border with INDIA.	Bidder to comply with RFP Terms
26	STC Annexure-10 Technical Evaluation Parameters	Sl No. 2 - No of APIs implemented in Other Banks. >300 - Max 10 Marks 201-300- Max 8 Marks 101-200- Max 5 marks <100 - 0 Marks	Can we change the slab to below mentioned slab? >250 - Max 10 Marks 201-250- Max 8 Marks 101-200- Max 5 marks <100 - 0 Marks	Bidder to comply with RFP Terms
27	STC Annexure-10 Technical Evaluation Parameters	Sl No. 4 - Employee strength of OEM handling API Banking (or Similar) Platform >1000 - 5 Marks -500-1000 - 3 marks <500 - 0 marks	Can system intergrator employee strength be considered for this parameter considering OEMs are pure product based companies focused on research ,development and support services only?	Bidder to refer Corrigendum-2
28	STC 20. Payment Terms	20.1 Payment schedule will be as under: Sl No. 2 - Implementation Cost 50% - After Successful Go-live of 100 APIs and Acceptance/Sign off by the Bank on production of relevant documents	Requesting to divide this in two parts as given below:- part 1 :- 25% ( After UAT sign Off) part2 :- 25% ( After succesfull golive)	Bidder to comply with RFP Terms
29	STC 20. Payment Terms	20.1 Payment schedule will be as under: Sl No. 5 - Annual Maintenance Contract/ Annual Technical support (ATS) The amount shall be payable Quarterly in arrears.	Request to change this payment to monthly basis?	The amount shall be paid monthly in arrears
30	19. Penalties & Liquidated damages	19.8 Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill.	Since this has unlimited liability on the bidder, we would request the bank to cap this amount to a certain percentage which should be acceptable to legal team of PwC.	Bidder to comply with RFP Terms
31	Generic	Generic	We understand that the bank has made certain investments in technology platform for API life cycle management. What is the disposition of the bank towards these investments? Do the partners need to explore leveraging existing investments?	Bidder to provide complete solution.
32	Generic	Generic	Need to understand the intent of the RFP. If bank wants to continue with the existing Tech stack and want to change the SI. Or Bank is open to look for other leading technologies too.	Bidder to provide complete solution.



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33	STC 13. Onsite Resources	13.1 The selected bidder has to provide onsite resources as per Table-C Bill of Material on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience	On-site resource-qualification/skill set not mentioned.	Bidder to comply with the RFP terms
34	STC Annexure-1 Scope of Work & Functional Requirement	41. Total number of APIs required to be integrated (end-to-end) before go-live at API Banking level is 500 plus. The signoff for go-live implementation of API Banking will be given only after successful end-to-end integration of 500 plus APIs i.e. after Implementation of APIM Solution with end-to-end external as well as internal systems/ applications integration pertaining to these 500 plus APIs  42. During the Implementation phase, Bidder has to undertake migration and creation of approx. 100 plus APIs which includes External APIs, Internal APIs and related internal service orchestrations which may involve multiple systems/applications in integration(s). Name and details of APIs will be shared with successful bidder during system requirement study/Implementation phase.  43. Migration of existing APIs/services/integrations (post retrofit, if required) onto this new technology stack. Bank is already using In-House customized APIs/SFTP based services etc. for various types of external/internal/internet /intranet communication.	Confusion with the No. of APIs. Is it 500 new APIs+ 100 APIs Migration? Tech-stack of existing APIs to be migrated? How many new APIs needs to be developed? How many existing APIs needs to be migrated?	500 APIs to be developed. 100 APIs migration
35	STC Annexure-1 Scope of Work & Functional Requirement	13. Apart from setting up DC and DR site, bidder shall also be responsible for creating separate Development, UAT and Sandbox/Pre-Production environment setup for multiple users simulating near production functionalities as per the requirement of the Bank.	Where will the system integration testing be done ? Why do the client not need a separate SIT ?	Bidder to propose within existing costing purviews
36	STC Annexure-1 Scope of Work & Functional Requirement	9. The Application should be sized for Active- Passive cluster at DC & DR so that the solution and infrastructure can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work.	Is the DC-DR sync needed both at database and application level. Do they have licenses in place for any replication tool (like Oracle Active Data Guard etc.)	DC-DR in Active passive mode. Data Sync tool for Databases is available. Other information will bne shared with selected bidder
37	STC Annexure-1 Scope of Work & Functional Requirement	15. Bidder also needs to deploy onsite support during the period of delivery, implementation and handover to Bank after necessary training and knowledge transfer by OEM. Bidder has to deploy adequate number of onsite resources as part of the Project implementation to ensure completion of all milestones of the Project within the stipulated timelines defined by the Bank	Is onsite support needed continuously throughout the implementation ? Or they are required to travel to client premises as and when the support is requested by the client	For Onsite/Offsite /L1/L2/OEM resource requirement and details please refer to Bill-of-Material of the proposed RFP
38	STC Annexure-1 Scope of Work & Functional Requirement	35. The proposed solution by the bidder should include support & subscription services from the OEM with unlimited number of support requests, remote support, and access to product updates/upgrades and 24x7 supports for Severity Level-3 issues.	Point 35 - What is the SLA for SEV 3 issue resolution ?	4 Hours
39	STC Annexure-1 Scope of Work & Functional Requirement	50. Design/Build/Test and Support DevOps Framework on the proposed integration solution	Point 50 - Related to DevOps. No free tool is allowed ? What will be the tool stack in that case. Is there enough time to onboard a licensed DevOps solution ?	Bidder to provide necessary Software as part of RFP compliance



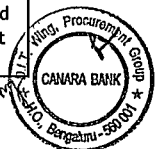
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40	STC Annexure-1 Scope of Work & Functional Requirement	68. Bidder has to provide dashboards and reports as required by the Bank from time to time, including but not limited to, availability, usage, performance, monitoring and maintenance etc. of, Solution with drill down facility to reach root cause of the failed event/service.	Does the client have any monitoring system already or will that be a part of the implementation as well ?	Bidder to provide necessary Software as part of RFP compliance
41	STC 11. Uptime	11.3 The selected bidder should consider high-availability (active-passive) at DC & DR with RPO of 15 minutes and RTO of 120 minutes.	Please specify the required RTO/RPO values. This contradicts to page 55 point 143 "RPO of Peripheral Applications to CBS is 5 minutes."	Please consider RPO of 15 minutes and RTO of 120 minutes.
42	STC Annexure-1 Scope of Work & Functional Requirement	10. Proposed solution should have highly scalable architecture, initially supporting at least 700 transactions per second (TPS) considering an average payload of 100KB (max 15MB).	700 TPS is the desired TPS for the duration of 5 years or this is the initial value to start. Also please provide an indication of projected traffic growth.	the licensing to be done for 700 TPS from Day1
43	STC Annexure-1 Scope of Work & Functional Requirement	25. The bidder shall be responsible for supply, installation, re-installation and maintenance of API Banking solution along with its related other software tools at Bank's DC, DR and Near DR setup. Bidder shall have to install/re-install & migrate the solution along with other environments like Development, UAT, etc. in case of shifting of Bank's DC/DR/Near DR or as per business requirement of the Bank without any additional cost to the Bank. The scope covers end-to-end installation of whole setup and making it operational and also includes imparting training on the same to Bank officials by OEM/OEM Authorized Training Partner.	In same section point no 9. It is mentioned "The Application should be sized for Active- Passive cluster at DC & DR"  Please confirm if Near DR is required as part of solution	Near DR to be ignored
44	STC Annexure-1 Scope of Work & Functional Requirement	34. The bidder shall propose API Banking Application from a single OEM.	Please confirm if its is ok to propose solution from different OEM for Anxillary components like API Monitoring, DevOps stack, Backup & Archival solution	Bidder to comply with RFP Terms
45	STC Annexure-1 Scope of Work & Functional Requirement	95. Bank wishes to have the Application, system software and supporting software's from single OEM	Please confirm if the bank is expecting OS to be also provided by OEM	Yes
46	STC Annexure - 2 Technical/Functional Requirement	5. Integration platform should be implemented using SOA and must support ESB design patterns	Please mention if there is any specific ask to adopt SOA and not MOM, MSA or EDA architectures. Also this contradicts to point 112 at page 53 "The Solution must support micro services architecture"	Bidder to refer Corrigendum-2
47	STC Annexure - 2 Technical/Functional Requirement	10. The Proposed solution should support for Docker, Hybrid, SaaS, Kubernetes Deployments and should ship with supported Enterprise Kubernetes platform.	Please mention if there is any specific ask to have Kubernetes only. Can other platform like OpenShift etc can be proposed	Bidder may propose any similar technology
48	STC Annexure - 2 Technical/Functional Requirement	24. The proposed solution should map enterprise data sources to JSON (e.g. EDI standard formats, flat files, Oracle, Microsoft SQL Server, MY SQL etc).	Please mention if there is any specific use cases for EDI	Information will be shared with selected bidder
49	STC Annexure-1 Scope of Work & Functional Requirement	13. Apart from setting up DC and DR site, bidder shall also be responsible for creating separate Development, UAT and Sandbox/Pre-Production	Usually we have Dev, SIT, UAT, Training, Sandbox for Non-Production environments  Please mention if we need to consider SIT and Training	Bidder may propose without extra cost to the bank



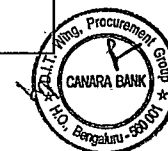
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
50	STC Annexure-1 Scope of Work & Functional Requirement	76. Setting up of DR site in High Availability Mode of equal capacity to Production (Web, Application & Database Server)	Please mention in what ratio of production we need to consider the Pre-Production and UAT	5%
51	STC Annexure-11 Bill of Material	Table -A Cost for Enterprise Licenses and One-time Implementation of the solution **Licenses required for Production with 700 TPS and Non-production with 20 TPS to be quoted	Please mention 20 TPS is for single non-production environment or combined non-production including Pre-Prod, UAT, Dev	Combined
52	STC	3. Migration, integration, testing and go live of all APIs (approx. 500 APIs) on API Banking Solution	Is Bidder expected to conduct Performance testing and Benchmarking of the to-be API platform as part of RFP scope? Also please mention if the performance testing for all 500 APIs needs to be undertaken by the bidder	Yes
53	STC	15. Security. The Bank will not provide any remote session and direct g connectivity to the equipment in terms of support which may leads to the vulnerability of the system	Is Bidder expected to work in the bank premise on the bank provided computers during installation & implementation phase. Can VPN access be provided to the development team	All activities to be as part of on-site implementation only. Under no circumstances VPN will be provided
54	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 10 - Proposed solution should have highly scalable architecture, initially supporting at least 700 transactions per second (TPS) considering an average payload of 100KB (max 15MB)	Since the payload spectrum is large (100 KB to 15 MB) can a representative payload mix be suggested ? i.e. what % of total payload will be heavy ?	Bidder to comply with RFP terms
55	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 10 - Proposed solution should have highly scalable architecture, initially supporting at least 700 transactions per second (TPS) considering an average payload of 100KB (max 15MB)	Is there a projection of TPS increase across the next 3-5 years. If yes, what is that ?	Bidder to comply with RFP Terms
56	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 14 - Bidders to ensure resolution time of 4 hours for any issue in solution, individual APIs etc. with back to back arrangements with respective OEM/Bidder.	Is the 4 hrs SLA valid across the board for all kinds of issues and environments ? If not, then need a better view at the SLAs	Bidder to comply with RFP Terms
57	STC Annexure - 2 Technical/Functional Requirement	R. Data integrity management: Sl No 143 - RPO of Peripheral Applications to CBS is 5 minutes	RPO - 5 minutes for peripheral applications. what does peripheral application mean ?	Information will be shared with selected bidder
58	STC Annexure-1 Scope of Work & Functional Requirement	Bidder has to carryout hardening of Operating System, DB, App, patch management activity and other configuration on OS, DB, App, etc. on premises/private cloud/public cloud/hybrid cloud and related softwares	What is meant by related software. Are there any existing tools in the bank's landscape outside Oracle Stack ?	Information will be shared with selected bidder
59	STC Annexure-1 Scope of Work & Functional Requirement	Point 2: The solution architecture should support 2-way setup (DC, DR sites) Point 25: The bidder shall be responsible for supply, installation, reinstallation and maintenance of API Banking solution along with its related other software tools at Bank's DC, DR and Near DR setup	Point 2 has DC & DR, Point 25 has DC/DR and Near DR. Which is true ?	Please ignore Near DR
60	STC Annexure-1 Scope of Work & Functional Requirement	34. The bidder shall propose API Banking Application from a single OEM.	The bidder shall propose API Banking Application from a single OEM. In that case WSO2 cannot be proposed as API gateway if we take SOA suite from Oracle. Is this understanding valid ?	Bidder to comply with RFP Terms
61	STC Annexure-1 Scope of Work & Functional Requirement	35. The proposed solution by the bidder should include support & subscription services from the OEM with unlimited number of support requests, remote support, and access to product updates/upgrades and 24x7 supports for Severity Level-3 issues.	Is there any requirement for bidder to provide Perpetual licenses valid for lifetime? As mentioned in RFP, are subscription licenses valid for duration of Project acceptable to Bank.	Bidder to provide licenses as mentioned in Bill-of-material of the RFP document



Replies to Prebid Queries for GeM Bid ref no. GEM/2023/B/3066561 dated 02/02/2023 for Supply, Installation, Implementation and Maintenance of API Banking Solution in Canara Bank for 5 years.

Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
62	STC Annexure-10. Technical Evaluation Parameters	5. Availability of Web-portal to manage and make bulk payments through API Banking or similar solution	Our assumptions on this requirement is SI is expected to take bulk payment transaction request from the customer process and maintain end-to-end lifecycle of the bulk transaction. Integration of the portal to the banking eco system will be done through APIM platform.	Yes.
63	STC Annexure-1 Scope of Work & Functional Requirement	<p>41. Total number of APIs required to be integrated (end-to-end) before go-live at API Banking level is 500 plus. The signoff for go-live implementation of API Banking will be given only after successful end-to-end integration of 500 plus APIs i.e. after Implementation of APIM Solution with end-to-end external as well as internal systems/applications integration pertaining to these 500 plus APIs</p> <p>42. During the Implementation phase, Bidder has to undertake migration and creation of approx. 100 plus APIs which includes External APIs, Internal APIs and related internal service orchestrations which may involve multiple systems/applications in integration(s). Name and details of APIs will be shared with successful bidder during system requirement study/Implementation phase.</p> <p>43. Migration of existing APIs/services/integrations (post retrofit, if required) onto this new technology stack. Bank is already using In-House customized APIs/SFTP based services etc. for various types of external/internal/internet/ intranet communication</p>	<p>1. Please confirm the total number of TCs in testing scope. The 100 APIs mentioned in point 42 , are those part of the 500 APIs mentioned in point 41?</p> <p>2. What is the complexity of these APIs, approximately how many fields are there?</p> <p>3. For the external APIs, during testing how we can ensure about the expected response. If bank is currently using those APIs, can we get a sample response for those external APIs?</p> <p>4. For existing APIs, is there any TCs or automation testing script available?</p> <p>5. We assume for existing APIs, only positive testing is sufficient. For newly developed APIs, we will do both the positive and negative testing.</p> <p>6. We understand that any kind of UI Browser testing, Mobile testing is out of scope.</p>	<p>1. 100 API migration to be undertaken by the Bidder</p> <p>2. Information shall be shared with selected bidder</p> <p>3. Information shall be shared with selected bidder</p> <p>4. Information shall be shared with selected bidder</p> <p>5. Yes</p> <p>6. Yes</p>
64	STC 15. Security	15.1 The selected bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.	Does the bank have established configuration baselines for various IT components? Is it expected that fresh configuration baselines should be made for specific components in scope?	Information will be shared with selected bidder
65	STC 15. Security	15.5 The selected bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit, RBI Audit etc. without disturbing the production and existing backed up copies.	Who will perform these security audits? Will it be accepted if we provide our security assessment results?	Bank will conduct the security assessment and bidder to resolve the issues without any extra cost to the Bank
66	STC 15. Security	15.9 The selected bidder is liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.	Request you to please reconsider this clause. We will ensure that we obtain a security sign off from the Bank at the time of implementation of the project. In case if we are not able to meet certain policy controls, we would provide you a justification for risk acceptance along with compensatory measures implemented.	Bidder to comply with RFP Terms
67	Generic	API Security standards	We request you to please consider that there may be limitations on implementation of certain security controls for legacy applications.	Bidder to comply with RFP Terms
68	STC Annexure - 2 Technical/Functional Requirement	H. API Security and Access Control Sl No. 67 - The solution should be able to support configuration of SSO(Single Sign On) using SAML 2.0 with existing web applications.	Please confirm if this SSO scope is for the Admin & Developer portals of the API Management. Also, please provide details of the Enterprise SSO solution currently in use for the bank.	Yes. The information will be shared with selected bidder
69	STC Annexure - 2 Technical/Functional Requirement	The solution protect against threats, OWASP vulnerabilities, SANS 20 controls and controls access with Single Sign-On and identity management, providing end-to-end security for apps, mobile, and IoT.	Please explain which identities you want to manage through Identity Management - the identities (e.g. Client ID/Client secret) used to consume the exposed APIs or the identities who will access the API Management Admin/Developer portal? Is there any Identity Management product currently in use by the bank?	Information will be shared with selected bidder



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
70	STC Annexure - 2 Technical/Functional Requirement	6. The proposed Integration platform should contain capability for End to end API lifecycle Management, Application Integration, Advanced Messaging, File transfer and Event Streaming to support any type of integration pattern	Please mention what capabilities of Event Streaming is required from the solution. Will the required platform be provided by the bank. Also mention any indicative use cases	Information will be shared with selected bidder
71	STC Annexure-5 Pre-Qualification Criteria	Sl No. 1 - 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.	Request for relaxation of this clause since all major OEMs are global providers.	Bidder to comply with RFP Terms
72	STC Annexure - 2 Technical/Functional Requirement	26. The proposed solution should offer a visual user interface to instantly create APIs or setup complex security checks and can easily connect SOA, ESB, and legacy applications	Our understanding is API GW with UI capabilities to manage policies, client applications and authentication is required. Please confirm the understanding	Yes
73	STC Annexure-10 Technical Evaluation Parameters	Documentary Proof / Artifacts / Purchase order / Remarks Sl No. 1 - Bidder has to furnish documentary evidence purchase orders/Service level agreement in the last three (03) years to verify the same.	Request you to reconsider this clause. Can relaxation on hard copy documentary evidence be considered because of NDA with customers	Bidder to comply with RFP Terms
74	STC Annexure - 2 Technical/Functional Requirement	52. The proposed API Gateway support appliance form factor with SW and HW options and support usage as an enterprise security gateway for API/Web/Mobile requests.	Is it mandatory for API gateway to support appliance form factor? Request for relaxation of this criteria.	Bidder to comply with RFP Terms
75	Generic	Generic	Does Canara Bank already have RADIUS server currently or expect the vendor to bring in RADIUS or OAUTH server as part of this RFP?	Information will be shared with selected bidder
76	Generic	Generic	Which Core Banking System is being used in Canara Bank?	Information will be shared with selected bidder
77	GeM Clause Buyer Added Bid Specific Terms and Conditions Page 4 and 5 of 7	Bidders can also submit the EMD with Account Payee Demand Draft in favour of DIT PROCUREMENT payable at BANGALORE.  Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name DIT PROCUREMENT Account No. 0792201002351 IFSC Code CNRB0000792 Bank Name CANARA BANK Branch address TRINITY.	Please allow to submit the EMD through Bank Guarantee as per the format given in ATC document "Annexure-14 - Bank Guarantee Format for Earnest Money Deposit".	Bidder to comply with RFP terms
78	20. Payment Terms 20.1 Payment schedule will be as under:	Sl No. 1 - Enterprise License with unlimited user but limited to 720 TPS Cost for a period of 5 Years.  60% - On Installation, implementation, configuration & commissioning of base version of proposed solution on the proposed hardware and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.  40% - After successful go live of 1 Year and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents	Enterprise License with unlimited user but limited to 720 TPS Cost for a period of 5 Years.  60% - On Delivery of Enterprise license and on submission of Invoice with receipt of delivery documents.  40% - On Installation Against BG (with validity upto successful go live) for the similar amount and on submission of invoice.	Bidder to refer Corrigendum-2 and to comply with RFP Terms
79	STC Annexure-5 Pre-Qualification Criteria	4. The bidder should have positive Net Worth as on 31/03/2022 and also should have not eroded by more than 30% in the last three financial years.  The bidder must produce a certificate from the Company's Chartered Accountant with UDIN to this effect.	The bidder should have positive Net Worth for the last three financial years i.e. 2019-20, 2020-21 & 2021-22 and also should have not eroded by more than 30% in the last three financial years.	Bidder to comply with RFP Terms



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
80	Generic	Platform-	Application Connectivity:- Require details of the applications (along with their versions) which are in scope for integration and are likely to be connected, along with the connectivity method (File, FTP, DB, REST API, Queue etc.).  **This is to validate what type of connectors are required	Information will be shared with selected bidder
81	Generic	Platform	It was mentioned that the proposed solution should support conversion to/from multiple formats like ISO, JSON, XML, Flat files, CSV, HTML, ASN1 etc.  - Is this list exhaustive enough to include all formats?	This list is not exhaustive. The other formats shall be discussed during implementation
82	Generic	Platform	There was a mention on EDI standard formats.  - Which EDI message format are you looking for? AS2 / EDIFACT etc.	Information will be shared with selected bidder
83	Generic	Platform	Security:- Require details on the Authentication / Authorization mechanism to connect and exchange data with various data consuming applications (channels) and data provider applications (systems of record)	Information will be shared with selected bidder
84	Generic	Platform	Transaction Volumes:- 700 TPS with average payload size 100KB (max 15MB) - Is this the peak size or is it on an average? Does this apply to all transactions? Is there a seasonal trend (end of month, festive season etc.)	The standard sizing has been provided in the RFP document. It shall apply to all message calculation. Other details shall be shared with selected bidder
85	Generic	Platform	Transaction Volumes:- 700 TPS with average payload size 100KB (max 15MB) - How are these likely to increase YOY (by what %) over a 5 year period?	Growth of 5 % is expected Y-O-Y
86	Generic	Platform	Response time:- There was a mention of data encryption / decryption and data masking during transit.  - We need visibility on the expected response time for API implementation	Information will be shared with selected bidder
87	Generic	Platform	Resolution time:- SLA of 4 hours requested. OEM will not commit on 4 hours resolution	Bidder to comply with RFP Terms
88	Generic	Platform	Platform Components:- Are you looking for an Integration Platform with additional capabilities, such as:  - Complete API Management (API Manager & Analytics)?  - Complete Monitoring (Advanced Monitoring)?  - Anypoint Security?  - Need for custom domain (DLB) as part of the 5 year subscription.  - How many Load Balancers (LBs) are you in need of, across all environments (including Non-Production / Production / DR etc.)?	Bidder to provide the required capabilities to fulfill the requirements as mentioned in the RFP document. LB is not part of Bill of Materials or software items
89	Generic	Platform	Regulatory and Auditory Requirements:  - Can you provide an exhaustive list of these requirements please?	Information will be shared with selected bidder
90	Generic	Platform / Services	Training:- Are you referring to product training for Architects, Developers, Platform Admin training or handover of application training (enablement from SI) and/or operations training? How many resources (count of Architects / Administrators / Developers / Operations) required?	The training to be arranged from all aspects of product perspective and the number of resources are mentioned in RFP document



Replies to Prebid Queries for GeM Bid ref no. GEM/2023/B/3066561 dated 02/02/2023 for Supply, Installation, Implementation and Maintenance of API Banking Solution in Canara Bank for 5 years.

Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
91	Generic	Services (Application Development)	Services (EZE Implementation):- Around 500+ New APIs to be built and deployed into Production. Can we get an understanding of the complexity of those APIs (What % is Simple, % Medium and % Complex APIs)	Information will be shared with selected bidder. Types are basically Financial and Non-financial. Categories are critical and Non-critical
92	Generic	Services (Application Development)	Services (EZE Implementation):- What parameters are taken into account to arrive at API complexity?	Information will be shared with selected bidder
93	Generic	Services (Application Development)	Services (EZE Implementation):- Around 100+ existing APIs (External, Internal etc.) require Migration.  - Where do these APIs exist (on which platform?) - Are these APIs in Production today?	1. The API exists in our CBS / Non-CBS platforms 2. Information will be shared with selected bidder
94	Generic	Services (Application Development)	There was a mention on DevOps framework. - Do you have an existing framework in place?	No
95	Generic	Services (Application Development)	There was a mention on Logging and Auditing framework. - Do you have an existing framework in place? - Is there an additional need to write this, to an external Enterprise grade tools such as Splunk (already in place)?	Logging and auditing shall be provided as part of the proposed solution
96	Generic	Services (Application Development)	There was a mention on Alerts (SMS / eMail notification dashboard). - How does this work today? - Do you have any tool preferences, at an enterprise level?	Bank shall share the APIs for sending SMS and emails
97	Generic	Services (Application Development)	Configuration Management: - Which Version control tool is currently in use? - Do you intend to use them or looking for new tools / recommendation?	Bidder to provide as part of solution at no extra cost to the Bank
98	Generic	Services (Application Development)	Project Tracking and Reporting - What tools are in use currently? - Do you intend to use them or looking for new tools / recommendation?	Bidder to provide as part of solution at no extra cost to the Bank
99	Generic	Services (Application Development)	Enterprise Reporting: - Which Enterprise reporting tool is currently being used?	Information will be shared with selected bidder
100	Generic	Services (Application Development)	Data Retention and destruction: - For how long do we need to retain data in logs? - Where do you expect to store the purged log files?	Information will be shared with selected bidder
101	Generic	Services (Application Development)	Tickets: - How many tickets do you envisage in Year 1, per month? - Can you provide a % split by P1/P2/P3/P4, based on current actuals? - What are your current SLAs associated with P1/P2/P3/P4 tickets? - Are the number of tickets per month, more or less the same for each month or is there a seasonal trend? - How are these likely to increase YOY (by what %), over a 5 year period?	Information will be shared with selected bidder
102	STC Annexure-1 Scope of Work & Functional Requirement	Proposed solution should have highly scalable architecture, initially supporting at least 700 transactions per second (TPS) considering an average payload of 100KB (max 15MB).	Should we consider 100KB payload size? Will it be 100kb request and 100KB response? We typically see maximum workloads with 5 to 10KB in typical banking use cases.	Bidder to comply with RFP Terms



Replies to Prebid Queries for GeM Bid ref no. GEM/2023/B/3066561 dated 02/02/2023 for Supply, Installation, Implementation and Maintenance of API Banking Solution in Canara Bank for 5 years.

Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query.	Bank's Reply
103	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 17 - As a part of the project implementation, two resource from the OEM, having adequate experience in API Banking implementation has to oversee the project during the entire implementation period to supervise the installation and implementation process. The resource should report onsite at Bank's DC at least once a week and whenever asked for as per requirement of the Bank.	Are OEM resources required from initial requirement gathering phase till Go-Live? Is there any specific head count we need to consider? Is this in T&M?	Please refer Bill-of-material for resource count. Since Bank is paying one time implementation cost , hence during first 100 APIs implementation bank will not pay any additional OEM resources cost
104	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 46 - The OEM must design, document and implement the framework and architecture of all integrations and APIs with state of art industry standard Security (encryption of sensitive data, input validation, Tokenization etc).	Is this scope exclusive of point mentioned in #2?	Yes.
105	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 47 - OEM scope to include Governance and review services. Conduct Health checks. Support Bank in Pre Go Live, Go Live and post Go Live.	Is this scope exclusive of point mentioned in #2?	Yes.
106	STC Annexure-1 Scope of Work & Functional Requirement	Multiple points 47-64	Kindly clarify, all these points will be delivered by OEM professional services. How many SME services days bank is looking during Implementation and O&M phase.	Please refer Bill-of-material for resource count. Since Bank is paying one time implementation cost , hence during first 100 APIs implementation bank will not pay any additional OEM resources cost
107	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 13 - Apart from setting up DC and DR site, bidder shall also be responsible for creating separate Development, UAT and Sandbox/Pre-Production environment setup for multiple users simulating near production functionalities as per the requirement of the Bank.	What are the environment required? Is it 6 environment? Prod, DR(passive),UAT, Preproduction, Dev and Near DR? Is there any specific TOS requirements for these like 700TPS for Prod?	700 TPS is for production and 20 TPS for Non-production. Near DR is not required.
108	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control Sl No. 66 - Proposed solution should manage Authentication and Authorization with Directory services	What will be Number of users to be considered for Directory Server? Should we consider multiple instances of Directory Server (prod/NonProd ) ?	As per Bill-of-material we have asked for 1000 user's with a concurrency support of 5% capacity
109	STC Annexure-1 Scope of Work & Functional Requirement	Sl.No. 23 - Bidder has to carryout hardening of Operating System, DB, App, patch management activity and other configuration on OS, DB, App, etc. on premises/private cloud/public cloud/hybrid cloud and related softwares, etc., periodically as per the requirement of the bank.	Implementation is considered for On premises, pls confirm?	On-premises only.
110	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 28 - The proposed solution must include all the software, application, services, accessories, tools and other components necessary to meet the RFP requirements and for any customization of existing API or creation of any new API on the APIM Solution at any time during the contract period without any additional cost to the Bank.	Is number of APIs consider 500 for implementation and 100 APIs to be migrated, total 600?	Yes.
111	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 32 - Bidder / OEM has to certify that the proposed versions of the software(s), tools etc. to be deployed as part of APIM solution are free from any bugs, vulnerabilities or malicious codes.	OEM can't provide certificate, its not part of the policy but can confirm over mail. Please confirm if email confirmation is fine ?	Bidder to provide the confirmation from OEM through email (from authorised officail from OEM) or self-declaration on company letter head signed by authorized signatory
112	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 59 - Project Tracking and Reporting: OEM to Review project tasks, schedules, and resources and make changes or additions, as appropriate in discussion with Canara Bank.	Is Bank expecting OEM to own the project implementation? Is Bank on board OEM resource since RFP doesn't talk about expect OEM resource on boarding during implementation period on the head count. This is w.r.to Annexure 11 Table D	OEM/SME Expert shall be available as an when required during implementation at the discretion of the bank.



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
113	STC Annexure-2 Technical/Functional Requirement	J. API Reporting SI No. 95 - The proposed solution should have the Ability to integrate with an existing enterprise reporting system	What is existing reporting system in Bank?	Information will be shared with selected bidder
114	Generic	Uptime and corresponding Service Levels	Applicable only from H/W & Software perspective not Implementation.	Yes from the perspective from S/W
115	STC 13. Onsite Resources	13.10 Onsite Resource charges will be paid quarterly in arrears but in Payment terms 20.1 onsite resource will be paid monthly.	Pls clarify on payment terms on resource deployed at onsite, Is it T&M monthly across L1/L2/OEM SME or quarterly.	the payment for on-site resources will be done monthly in arrears after deducting applicable LDs
116	STC Annexure-11 Bill of Material	Table-B - *L1 resource should be available on shifts on all the bank working days (max 3 shifts per day). 1 resource mandatorily in General shift and others to be in shifts.	Can we assume 1 resource per shift and 1 as backup resource to cover 3 shifts	Please refer Bill-of-material for resource count.
117	STC Annexure-11 Bill of Material	Table-C - Man days per Year: 300 , # of resource 2	Can we assume 300 man days per year for 2 resources? For 4 Years (post go-live - 12 month of implementation) - 300*4=1200 days	Please refer Bill-of-material for resource count. Resources will be used on T& M basis
118	STC Annexure-11 Bill of Material	Table-D - *SME resource will be on T & M basis and works with Bank team as per the requirement from Bank. Payment will be made as per the actual consumption of man day and unconsumed mandays in a year will be carried over to the subsequent year whereas the charges will be paid as per the charges of the year from which the mandays has been rolled over.	Is unutilized days will be carry forward to subsequent year but per day rate also will be retain as original rate?	Yes, but upto the number of days for which carry over has been provisioned
119	STC 27. Subcontracting	27.2 The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected bidder under the contract without the prior written consent of the Bank.	If OEM bid for this RFP directly or for OEM professional services, can this clause be removed. As OEM would like to propose Subcontractor SME.	Bidder to comply with RFP Terms
120	STC Annexure-8	Manufacturer Authorization Form	For Software Licenses , We request you for following change in the format of Manufacturer Authorization Form [Note: This Format Letter should be on the letterhead of the OEM/OSO/OSD concern and should be signed by an Authorized Signatory of the OEM/OSO/OSD] No. _____ dated _____ The Deputy General Manager, Canara Bank, Procurement Group, DIT-Wing, Naveen Complex, 14 M G Road, Bengaluru-560 001 Karnataka Dear Sir, SUB: RFP for Supply, Installation, Implementation and Maintenance of API Banking Solution in Canara Bank for 5 years. Ref: GEM/2023/B/3066561 dated 02/02/2023 We OEM whose affiliates are developers of _____ ("OEM Products") do hereby confirm M/s _____ is and OEM authorised business partner (Name and address of the Agent/Dealer) and intends to offer their quotation, negotiate and conclude the contract with you against the above invitation for RFP offer. We hereby extend our full warranty as per applicable end user licensing terms and conditions for OEM Products offered against this invitation for RFP offer by the above firm.. We also confirm that all the OEM Products offered are not "End of Life" during the next One Year and "End of Support" for the next <Insert Number of Years> from the date of this letter. . We hereby commit we will not withdraw our commitments as specified above during the RFP process and or during the period of X years from the date of this letter .	Bidder to comply with RFP Terms



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
121	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 4 - Bidders to ensure resolution time of 4 hours for any issue in solution, individual APIs etc. with back to back arrangements with respective OEM/Bidder.	As the resolution will depend on multiple factors , we request you to change it to " Bidder to ensure response time of 4 hours for any issue "	Response within 2 Hours and on identification of software related issues it must e resolved within 4 hours of issue identification.
122	20. Payment Terms 20.1 Payment schedule will be as under:	Sl No. 1 - Enterprise License with unlimited user but limited to 720 TPS Cost for a period of 5 Years.	We would request you for 100 percent payment for software Licenses within 30 days from the date of invoice.	Bidder to comply with RFP Terms
123	20. Payment Terms 20.1 Payment schedule will be as under:	Sl No. 5 - Annual Maintenance contract (AMC)/ Annual Technical support (ATS)	We would request you for 100% of AMC payment yearly in advance.	Bidder to comply with RFP Terms
124	STC 6. Participation methodology	6.4 In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate as per Annexure-8.	We request you to change it to "We confirm that in the event BP is not being able to fulfil its obligation in respect of standard OEM Warranty terms and conditions for the OEM Products, OEM would assist to make alternate arrangements for the same, subject to a valid support agreement subsisting between OEM and BP."	Bidder to comply with RFP Terms
125	STC 20. Payment terms	20.10 The selected bidder has to submit a certificate/Letter from OEM that the proposed services any other related software offered by the selected bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	We request you to kindly allow " The selected bidder has to submit a email from OEM that the proposed services any other related software offered by the selected bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	Bidder to comply with RFP Terms
126	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 14 - Bidders to ensure resolution time of 4 hours for any issue in solution, individual APIs etc. with back to back arrangements with respective OEM/Bidder.	We would request you to consider Bidders to ensure response time of 4 hours for any issue in solution,	Bidder to comply with RFP Terms
127	STC Annexure-10 Technical Evaluation Parameters	Sl No. 1 Particulars - Implementation experience for API Banking Solution by OEM. Documentary Proof / Artifacts / Purchase order / Remarks - Bidder has to furnish documentary evidence purchase orders/Service level agreement in the last three (03) years to verify the same.	We would request you to consider masked copy . Which again will be provided by OEM to Bank directly because of NDA.	Bidder to comply with RFP Terms
128	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 68 - Bidder has to provide dashboards and reports as required by the Bank from time to time, including but not limited to, availability, usage, performance, monitoring and maintenance etc. of, Solution with drill down facility to reach root cause of the failed event/service.	We assume either Dashboard Or Reports would be acceptable format to the Bank. We request you to change it to "Bidder has to provide dashboards / reports as required by the Bank from time to time, including but not limited to, availability, usage, performance, monitoring and maintenance etc. of, Solution with drill down facility to reach root cause of the failed event/service. Also , pls specify the number of dashboards / reports to be considered for scope of work ?	Bidder to comply with RFP Terms
129	STC Annexure-1 Scope of Work & Functional Requirement	Sl No. 79 - The complete Supply, Installation, Configuration, Implementation, Performance Management, Monitoring, Upkeep and Maintenance of complete API Banking Solution including OS, DB, Middlewares, API Banking Application and other softwares/tools required for -	Pls specify the count of OS,DB and Middleware servers along with make, model , OEM versions ?	Bidder to propose the specification of required Hardware and software to fulfill the requirements of the proposed RFP
130	STC Annexure-1 Scope of Work & Functional Requirement	10. Proposed solution should have highly scalable architecture, initially supporting at least 700 transactions per second (TPS) considering an average payload of 100KB (max 15MB).	Pls confirm how many TPS we have to consider for ESB and API respectively ? As the BOM and sizing would depend on that.	Bidder to porpose total TPS of 700 for production. The spread can be decided by the Bidder

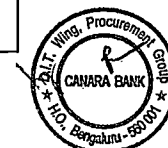


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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
131	STC Annexure-1 Scope of Work & Functional Requirement	10. Proposed solution should have highly scalable architecture, initially supporting at least 700 transactions per second (TPS) considering an average payload of 100KB (max 15MB).	Should we consider 100KB payload size? Will it be 100kb request and 100KB response? We typically see maximum workloads with 5 to 10KB in typical banking usecases.	Bidder to comply with RFP terms
132	STC Annexure-1 Scope of Work & Functional Requirement	17. As a part of the project implementation, two resource from the OEM, having adequate experience in API Banking implementation has to oversee the project during the entire implementation period to supervise the installation and implementation process. The resource should report onsite at Bank's DC at least once a week and whenever asked for as per requirement of the Bank.	Are OEM resources required from initial requirement gathering phase till GoLive? Is there any specific head count we need to consider? Is this in T&M?	Please refer Bill-of-material for resource count and details
133	STC Annexure-1 Scope of Work & Functional Requirement	13. Apart from setting up DC and DR site, bidder shall also be responsible for creating separate Development, UAT and Sandbox/Pre-Production environment setup for multiple users simulating near production functionalities as per the requirement of the Bank.	What are the environment required? Is it 6 environment? Prod, DR(passive),UAT,Preproduction,Dev and Near DR? Is there any specific TOS requirements for these like 700TPS for Prod?	Bidder to refer Corrigendum-2
134	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control 66. Proposed solution should manage Authentication and Authorization with Directory services	What will be Number of users to be considered for Directory Server? Should we consider multiple instances of Directory Server (prod/NonProd) ?	As per Bill-of-material we have asked for 1000 user's with a concurrency support of 5% capacity
135	STC Annexure-1 Scope of Work & Functional Requirement	23. Bidder has to carryout hardening of Operating System, DB, App, patch management activity and other configuration on OS, DB, App, etc. on premises/private cloud/public cloud/hybrid cloud and related softwares, etc., periodically as per the requirement of the bank.	Implementation is considered for On premises, pls confirm?	On-premises only.
136	STC Annexure-1 Scope of Work & Functional Requirement	28. The proposed solution must include all the software, application, services, accessories, tools and other components necessary to meet the RFP requirements and for any customization of existing API or creation of any new API on the APIM Solution at any time during the contract period without any additional cost to the Bank.	Is number of APIs consider 500 for implementation and 100 APIs to be migrated, total 600?	Yes
137	STC 11. Uptime	Uptime and corresponding Service Levels	Applicable only from H/W & Software perspective not Implementation.	Yes
138	STC 13. Onsite Resources	13.10 Onsite Resource charges will be paid quarterly in arrears but in Payment terms 20.1 onsite resource will be paid monthly.	Pls clarify on payment terms on resource deployed at onsite, Is it T&M monthly across L1/L2/OEM SME or quarterly.	Bidder to Refer corrigendum-2



Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
139	STC Annexure-8	Manufacturer Authorization Form	<p>For Software Licenses , We request you for following change in the format of Manufacturer Authorization Form                      [Note: This Format Letter should be on the letterhead of the OEM/OSO/OSD concern and should be signed by an Authorized Signatory of the OEM/OSO/OSD]                      No. _____ dated _____                      The Deputy General Manager, Canara Bank,                      Procurement Group, DIT-Wing, Naveen Complex, 14 M G Road,                      Bengaluru-560 001 Karnataka                      Dear Sir,                      SUB: RFP for Supply, Installation, Implementation and Maintenance of API Banking Solution in Canara Bank for 5 years.                      Ref: GEM/2023/B/3066561 dated 02/02/2023                      We OEM whose affiliates are developers of _____ ("OEM Products") do hereby confirm M/s _____ is and OEM authorised business partner (Name and address of the Agent/Dealer) and intends to offer their quotation, negotiate and conclude the contract with you against the above invitation for RFP offer.                      We hereby extend our full warranty as per applicable end user licensing terms and conditions for OEM Products offered against this invitation for RFP offer by the above firm..</p> <p>We also confirm that all the OEM Products offered are not "End of Life" during the next One Year and "End of Support" for the next &lt;Insert Number of Years&gt; from the date of this letter. .                      We hereby commit we will not withdraw our commitments as specified above during the RFP process and or during the period of X years from the date of this letter .</p>	Bidder to comply with RFP Terms
140	STC 6. Participation methodology	6.4 In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate as per Annexure-8.	We request you to change it to "We confirm that in the event BP is not being able to fulfil its obligation in respect of standard OEM Warranty terms and conditions for the OEM Products, OEM would assist to make alternate arrangements for the same, subject to a valid support agreement subsisting between OEM and BP."	Bidder to comply with RFP Terms
141	STC 20. Payment terms	20.10 The selected bidder has to submit a certificate/Letter from OEM that the proposed services any other related software offered by the selected bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	We request you to kindly allow " The selected bidder has to submit a email from OEM that the proposed services any other related software offered by the selected bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	Bidder to comply with RFP Terms
142	STC Annexure-1 Scope of Work & Functional Requirement	14. Bidders to ensure resolution time of 4 hours for any issue in solution.	We would request you to consider Bidders to ensure response time of 4 hours for any issue in solution, individual APIs etc. with back to back arrangements with respective OEM/Bidder.	Bidder to comply with RFP Terms
143	STC Annexure-1 Scope of Work & Functional Requirement	68. Bidder has to provide dashboards and reports as required by the Bank from time to time, including but not limited to, availability, usage, performance, monitoring and maintenance etc. of, Solution with drill down facility to reach root cause of the failed event/service.	We assume either Dashboard Or Reports would be acceptable format to the Bank. We request you to change it to "Bidder has to provide dashboards / reports as required by the Bank from time to time, including but not limited to, availability, usage, performance, monitoring and maintenance etc. of, Solution with drill down facility to reach root cause of the failed event/service. Also , pls specify the number of dashboards / reports to be considered for scope of work ?	Bidder to comply with RFP Terms



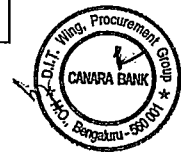
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
144	STC 10. Delivery, installation, integration, commissioning and maintenance	10.2 Project Timelines Sl No. 3 - Migration, integration, testing and go live of all APIs (approx. 500 APIs) on API Banking Solution.	Please advise if 500 API development is fixed scope of Work to be considered ? As we also see requirement of L2 resource from Bidder on T&M basis in "Table C - Charges for L2 Onsite resources".	Since Bank is paying one time implementation cost , Bidder to deploy resources as required to implement the solution at no extra cost to the Bank .
145	STC Annexure-1 Scope of Work & Functional Requirement	17. As a part of the project implementation, two resource from the OEM, having adequate experience in API Banking implementation has to oversee the project during the entire implementation period to supervise the installation and implementation process. The resource should report onsite at Bank's DC at least once a week and whenever asked for as per requirement of the Bank.	We assume OEM resources will be needed on T&M basis ?	Yes
146	STC Annexure-1 Scope of Work & Functional Requirement	79. The complete Supply, Installation, Configuration, Implementation, Performance Management, Monitoring, Upkeep and Maintenance of complete API Banking Solution including OS, DB, Middlewares, API Banking Application and other softwares/tools required for functioning of the solution as specified in the RFP, shall be part of the scope of the vendor.	Will monitoring be required in all the environments?? Or will monitoring be required only in production?	Monitoring in production only
147	STC Annexure-5 Pre-Qualification Criteria	The bidder & OEM should have a minimum turnover of INR 100 Crores per annum for previous 3 financial years (i.e. 2019-20, 2020-21 & 2021-22) from their Indian operations	We are registered under MSME and have started our operations across India for implementation and have been growing and increasing our head counts. We would request for exemption under MSME criteris for Turnover or to reduce the turnover criteria to cap it 10 Cr for past 3 years. Our revenue for 2021-22 is 27 Cr and 2022-23 is expected to be more than 50 Cr. Or we would suggest to consider the OEM's Turnover which will be more than 100 Cr.	Bidder to comply with RFP Terms
148	STC Annexure-10 Technical Evaluation Parameters	Implementation experience for API Banking Solution by OEM. Public Sector/Private Banks in India: 1 Bank - Max 15 marks 2 Banks - Max 20 Mark/Bidder has to furnish documentary evidence purchase orders/Service level agreement in the last three (03) years to verify the same.	We would request you to please consider the relevant experience and furnish the document from Bank/Private Bank/NBFC customers by OEM	The same is mentioned in RFP document
149	STC 10. Delivery, installation, integration, commissioning and maintenance	10.2 Project Timelines Sl No. 1 - Delivery Within 03 weeks from the Hardware readiness by the Bank	Request to increase the delivery of licenses from 3 weeks to 5 week minimum	Bidder to comply with RFP Terms
150	STC 19. Penalties & Liquidated damages	Non-compliance of the Supply/delivery of Application Software's and Enterprise Licenses Within three (03) weeks from the Hardware readiness by the Bank will result in imposing penalty of (0.50% of the total License cost mentioned from sl. no. 1 to 4 of Table - A) on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of implementation and License cost (including OS) (exclusive of Taxes) location/office address wise. However, the total Penalty/LD to be recovered shall be restricted to 5% of total cost of Table - A (exclusive of Taxes) plus GST.	Request to reduce the impose penalty percentages from 5% to 2%	Bidder to comply with RFP Terms
151	STC 19. Penalties & Liquidated damages	However, the total Penalty/LD to be recovered under clause 19.1.1 & 19.1.2 shall be restricted to 10% of the total value of the order (exclusive of Taxes) plus GST.	Request to reduce the impose penalty percentages from 10% to 5%	Bidder to comply with RFP Terms



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
152	STC 13. Onsite Resources	The selected bidder has to provide onsite resources on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience	Required clarification on number of resource required on site. As per our suggestion frontend team like PM, consultant, BA, Architect can be onsite in different phases of project	For number of resources please refer Bill-of-material
153	STC 20. Payment terms	Enterprise License with unlimited user but limited to 720 TPS Cost for a period of 5 Years.	We will need 100% payment for the license at the kick start of the project as licenses need to be procured from OEM's	Bidder to comply with RFP Terms
154	STC 20. Payment terms	Implementation Cost	Request to please add payment for Implementations in phase wise and payment would require as per the milestones like PO/SOW/Agreement Sign off and then BRD Sign off etc	Bidder to comply with RFP Terms
155	STC Annexure-1 Scope of Work & Functional Requirement	The Application should be sized for Active- Passive cluster at DC & DR so that the solution and infrastructure can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work.	Request to please confirm if Bank will provide Load balancer configured to route the traffic to the Active - Passive cluster	Bidder to specify the required hardwares. Bank shall arrange the same
156	STC Annexure-1 Scope of Work & Functional Requirement	Bidder has to provide the latest Benchmark report of any reputed external agency / OEM for the proposed product as per point number 1.10 above. Benchmark report should clearly highlight the performance metrics and level of scalability of the solution being offered	This benchmark report can be provided only after the solution is implemented in the Bank premises, please confirm	Bidder to comply with RFP Terms
157	STC Annexure-1 Scope of Work & Functional Requirement	Bidders to ensure resolution time of 4 hours for any issue in solution, individual APIs etc. with back to back arrangements with respective OEM/Bidder	Request to increase the resolution time because only those issue that are critical in production can be resolved in 4 hours	Bidder to comply with RFP Terms
158	STC Annexure-1 Scope of Work & Functional Requirement	The accessories, tools, software, application and other necessary components required for the installation, configuration and seamless functioning of the API Banking solution should also be supplied by the Bidder as a part of this RFP. Bank will not arrange for the same.	Request to please confirm the Infrastructure ( one premise hardware setup or cloud infra services) setup has to be provided by the bank.	The solution will be hosted on-premises only. The hardware specifications to be provided by the bidder and Bank shall arrange the same
159	STC Annexure-1 Scope of Work & Functional Requirement	The proposed solution should have combination of several modules like network traffic analysis, threat intelligence, fraud protection etc.	Please confirm if Bank will provide network traffic analysis, threat intelligence, fraud protection etc. tools as proposed solution will not have these modules	Yes
160	STC Annexure-1 Scope of Work & Functional Requirement	No freeware or open-source software, tool etc. shall be used as a part of this solution.	YES Deployment on managed-Kubernetes (EKS, AKS, GKE, OpenShift) is supported. Data Streaming is supported using Kafka, AWS Kinesis or Azure EventGrid. Please confirm	Bidder to specify the same as part of proposed solution
161	STC Annexure-1 Scope of Work & Functional Requirement	The solution should support Containerization and Data Streaming	Please share some more details as proposed solutions will not have Containerization and Data Streaming	Bidder to specify the same as part of proposed solution
162	STC Annexure-1 Scope of Work & Functional Requirement	The solution should support automatic code generation (such as SDK generation) for APIs in multiple languages.	APIKit Router and Mule SDK supports the same. Please confirm	Bidder to specify the same as part of proposed solution
163	STC Annexure-1 Scope of Work & Functional Requirement	The solution must support any existing workloads of the bank in terms of integration, deployment, security and responsive requirements without any additional dependencies.	Please share more details on existing workloads	Information will be shared with selected bidder



Replies to Prebid Queries for GeM Bid ref no. GEM/2023/B/3066561 dated 02/02/2023 for Supply, Installation, Implementation and Maintenance of API Banking Solution in Canara Bank for 5 years.

Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
164	STC Annexure-1 Scope of Work & Functional Requirement	Message Queue/Similar Technology should support Native MQ, HA, Unified cluster and Container platform.	Request for exemption on this clause	Bidder to comply with RFP Terms
165	STC Annexure-1 Scope of Work & Functional Requirement	The proposed solution must offer and manage consent management for Retail customers to use the API Banking through Third party application/platform	Request to please share some more information as this will not be the part of proposed solutions	Information will be shared with selected bidder
166	STC Annexure-1 Scope of Work & Functional Requirement	Bidder as part of technical evaluation may be required to demonstrate Proof of Concept (POC)/presentation of their Application Programming Interface solution. Bidder has to arrange for site visit to Bank officials, as per requirement of the Bank, during technical evaluation of bids.	Request for exemption on this clause as we can provide the Technical Presentation or showcase the demo assets but POC will not be feasible	Bidder to comply with RFP Terms
167	STC Annexure-1 Scope of Work & Functional Requirement	The solution should support integration with all categories of API Public API, Private API, Partner API, open API, etc.	Yes Support for REST, SOAP, EDI/B2B Transactions. Please confirm on same	Yes
168	STC Annexure-1 Scope of Work & Functional Requirement	The solution should adhere to all API standards whether regional or local.	Yes Support for OAS & RAML Please confirm	Yes
169	STC Annexure-1 Scope of Work & Functional Requirement	The solution should be technology agnostic i.e. the API design is agnostic to applications, programming languages and platforms and aims at seamless and secure flow of electronic data across different applications.	Yes Support for OAS & RAML Please confirm	Yes
170	STC Annexure-1 Scope of Work & Functional Requirement	The solution should support minimalist, evolutionary, privacy and security by design.	Yes Build-In API Gateway, Edge Gateway (WAF,DDOS),TokenizationService etc. to ensure its securedby configuration Please confirm	Yes
171	STC Annexure-1 Scope of Work & Functional Requirement	The solution should be able to maintain confidentiality and integrity of the request and response data both in transit and at rest and should support content encryption, content signing, secure key management system, etc.	Build-In API Gateway, Edge Gateway (WAF, DDOS), Tokenization Service etc. to ensure its secured by configuration	Yes
172	STC Annexure-1 Scope of Work & Functional Requirement	The threshold for payload should be configurable at API level.	Partial "JSON threat protection" offers container depth protection or max string length protection Please confirm	Bidder to comply with RFP Terms
173	STC Annexure-1 Scope of Work & Functional Requirement	Design/Build/Test and Support OAuth Security Framework	YES Mulesoft recommends using external provider on OpenID Connect OR PingFederate, OpenAM Alternative Mulesoft also provides a Oauth provider. Please confirm	Yes
174	STC Annexure-1 Scope of Work & Functional Requirement	The solution should support service orchestrations by integrating with internal applications/systems of Bank for making the desired service available to external world i.e. outside Bank.	YES Mulesoft supports "Process Orchestration" intrinsically as part of API led connectivity. Please confirm	Yes
175	STC Annexure-1 Scope of Work & Functional Requirement	The solution should have components to facilitate fast, secure and persistent data/file transfer to be used for integrations between various systems.	NO sFTP/FTP connector in Mulesoft, Request for exemption in this clause	SFTP/FTP is required for initiating bulk payments using file systems



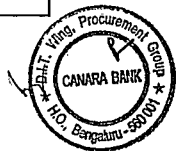
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
176	STC Annexure-1 Scope of Work & Functional Requirement	The solution should support load balancing for API traffic	YES Supported via IngressController in RTF. Please confirm	Yes
177	STC Annexure-1 Scope of Work & Functional Requirement	The solution should support automatic generation of API specifications from third party tools like swagger or any other formats like WSDL.	Partial Only OAS specification is supported for imports. WSDL needs to be wrapped as Rest services. Please confirm	Yes
178	STC Annexure-1 Scope of Work & Functional Requirement	The proposed solution must support Message Queue Architecture (MQ)/similar technology for payment APIs like RTGS, NEFT etc.	YES Mulesoft supports any JMS based messaging & IBM MQ along with cloud platforms like Kafka, AWS SQS etc. While Mulesoft's own Anypoint MQ is available, its a cloud based platform not available On-Prem Mulesoft can integrate with any APIs (Rest, Web, SOAP) etc. for platforms like RTGS and NEFT. Please confirm	The solution to be on-premises
179	STC Annexure-1 Scope of Work & Functional Requirement	Message Queue/Similar Technology should support Secured and once only delivery of transactions	Yes Anypoint MQ supports encrypted messages. Please confirm	Yes
180	STC Annexure-1 Scope of Work & Functional Requirement	Message Queue/Similar Technology should support Native MQ HA, Unified cluster and Container platform.	Not Supported Anypoint MQ is Cloud based and not on containers. Request for exemption on this clause	The solution to be on-premises
181	STC 10. Delivery, installation, integration, commissioning and maintenance	Sl No. 3 - Implementation Migration, integration, testing and go live of all APIs (approx. 500 APIs) on API Banking Solution.	Please provide details about the 500 APIs to be developed in terms of efforts and requirements.	Information will be shared with selected bidder
182	STC 10. Delivery, installation, integration, commissioning and maintenance	Sl No. 3 - Implementation Migration of existing 100 APIs - Within 12 Months from the Hardware readiness by the Bank.	Is the existing APIs currently in use with Bank? Please provide details about them.	Information will be shared with selected bidder
183	STC 12. Training	12.5 The selected bidder shall provide OEM Training to bank officials as under:	Is the Bank looking for multiple batches of training or only 1 batch of max 15 people?	Bidder to comply with RFP Terms
184	STC 40. Normalization of Bids	Normalization of Bids	Can you explain the process of Normalization of Bids.	Bidder to comply with RFP Terms. Please refer Clause 40.
185	STC 41. Proposal Ownership	Proposal Ownership	As the proposal are confidential to bidders; the details should not be shared with external parties. Please confirm.	Bidder to comply with RFP Terms
186	STC Annexure-2 Technical/Functional Requirement	Annexure - 2 Sl No - 40, 94, 99, 112,	The mentioned Serial Numbers have blank mentioned in place of Mandatory (M)/ Optional (O). As in other points M is given then these are assumed to be Optional (O). Please confirm.	The same to be treated as Mandatory
187	STC Annexure-11 Bill of Material	Table B, C, D,	In general bussiness, the resource requirements are finalised before; and post which L1,L2 & SME resources need to be blocked accordingly depending on availability. Is bank expecting similar model or any other?	Please refer the clauses mentioned for resources in Bill of material
188	STC Annexure-1 Scope of Work & Functional Requirement	4. The solution should adhere to all API standards whether regional or local.	Need the Local and regional standard w.r.t API	Information will be shared with selected bidder
189	STC Annexure-1 Scope of Work & Functional Requirement	44. The proposed solution should support conversion to/from multiple formats like ISO, JSON, XML, Flat files, CSV, HTML, ASN1 etc.	is ASN1 format is mandatory ?	Bidder to comply with RFP Terms



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
190	STC Annexure-1 Scope of Work & Functional Requirement	50. Design/Build/Test and Support DevOps Framework on the proposed integration solution	is the dev ops related software also required ?	Bidder to provide the required capabilities to fulfill the requirements as mentioned in the RFP document.
191	STC Annexure-1 Scope of Work & Functional Requirement	62. Administer the Project Change Control Procedure with Bank Project Manager; and	All Stake holders are missing for this request	Information will be shared with selected bidder
192	STC Annexure-1 Scope of Work & Functional Requirement	69. The solution should be able to provide alerts by way of SMS/E Mail/Dashboard for various failure events for defined thresholds/ scenarios. Integration of the solution with SMS/E-Mail/Dashboard and any other solution, if required by the Bank, will have to be done by the bidder without any additional cost.	Are we allowed to use existing banks SMS gateway and SMTP server for sending the mails ?	Bank will share the APIs for same
193	STC Annexure-1 Scope of Work & Functional Requirement	71. Bidder shall comply with all the extant & new regulations, guidelines of the Bank's Information Security Policy, Guidelines of RBI, CERT-In, Respective Govt. Agencies and the Bank's policies and guidelines and provide such regulatory requirements at no additional cost to Bank till the warranty period.	Request to provide the following. A. Bank's Information Security Policy B. Guidelines of RBI, CERT-In	Information will be shared with selected bidder
194	STC Annexure-1 Scope of Work & Functional Requirement	82. The solution should support Containerization and Data Streaming	Need use case with exact data format or type	Information will be shared with selected bidder
195	STC Annexure-1 Scope of Work & Functional Requirement	88. The solution should support automatic code generation (such as SDK generation) for APIs in multiple languages.	1. Why do you expect code generation in multiple programming language ? 2. is Code generation for API is mandatory ? If it is mandatory in what language ?	1. The code snippet may be shared with customers of the platform 2. Yes. The same is mentioned in RFP document
196	STC Annexure-1 Scope of Work & Functional Requirement	97. The solution must support any existing workloads of the bank in terms of integration, deployment, security and responsive requirements without any additional dependencies.	This can be achieved, provided the existing infrastructure and application of the bank will provide the response in less than 500 - 1000 Milli seconds at peak existing and future load. Need a commitment from the bank	Bidder to comply with RFP Terms
197	STC Annexure-2 Technical/Functional Requirement	A. General features 8. Proposed Integration platform should have inbuilt repository which can be used to share the Integration assets across team for better re-use	is it GIT repository ? or Some thing else ? Need more clarity	Bidder to provide the required capabilities to fulfill the requirements as mentioned in the RFP document.
198	STC Annexure-2 Technical/Functional Requirement	17. The proposed solution should have on boarding process for the consumer APIs	NA	Bidder to comply with RFP Terms
199	STC Annexure-2 Technical/Functional Requirement	18. The proposed solution should support a portal content management for ease of boarding clients	1. What content management ? 2. is it for onboarding API Clients ?	Yes



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
200	STC Annexure-2 Technical/Functional Requirement	24. The proposed solution should map enterprise data sources to JSON (e.g. EDI standard formats, flat files, Oracle, Microsoft SQL Server, MY SQL etc)	is Microsoft SQL Server integration is a must ?	Yes
201	STC Annexure-2 Technical/Functional Requirement	25. The proposed solution should support existing APIs and developer preferences without use of customized adapters etc	Need more clarity w.r.t existing API's, Developer Preference etc	Information will be shared with selected bidder
202	STC Annexure-2 Technical/Functional Requirement	27. The proposed solution should able to create APIs from legacy and modern data sources like SQL, NoSQL and external API resources	Which NoSQL is expected ?	Bidder to provide the required capabilities to fulfill the requirements as mentioned in the RFP document.
203	STC Annexure-2 Technical/Functional Requirement	29. The proposed solution should able to support existing APIs/call existing Web-services as XML OVER HTTP at DMZ level with use of customized adapters etc. And any new upcoming APIs/Webservices as XML OVER HTTP at DMZ level	Are you expecting the new solution to be deployed in the DMZ or outside DMZ ? If the new solution is expected to be deployed outside DMZ network, the proposed solution will require necessary firewall access.	DMZ and MZ for our External & Internal customers
204	STC Annexure-2 Technical/Functional Requirement	30. The proposed solution should support non-XML Message formats, in addition to the XML message formats	Provide the list of non XML Based messaging format to be supported ?	Information will be shared with selected bidder
205	STC Annexure-2 Technical/Functional Requirement	41. The proposed solution should provide Policy configuration which require no coding of any kind (custom XSLT, custom JavaScript)	What kind of Policy is being asked?	Information will be shared with selected bidder
206	STC Annexure-2 Technical/Functional Requirement	52. The proposed API Gateway support appliance form factor with SW and HW options and support usage as an enterprise security gateway for API/Web/Mobile requests.	1. What is the present present enterprise security gateway used in the bank ? 2. Why do you want to replace the present enterprise security and use a single enterprise security gateway ?	Information will be shared with selected bidder
207	STC Annexure-2 Technical/Functional Requirement	53. The Proposed API gateway Appliance Formfactor should be with signed and encrypted and it should not support installation of any other SW components into same	Are you expecting API gateway as an appliance ?	Refer corrigendum
208	STC Annexure-2 Technical/Functional Requirement	62. The proposed solution should passed rigorous vulnerability tests, and integrates with any popular IAM system with support for OAuth and RADIUS	is RADIUS Authentication is a must ?	Yes
209	STC Annexure-2 Technical/Functional Requirement	63. The proposed solution should be compatible to connect with HSMS	1. Which HSM model is expected to be interfaced ? 2. is the bank is already having any HSM, If so what its the model ?	Information will be shared with selected bidder
210	STC Annexure-2 Technical/Functional Requirement	67. The solution should be able to support configuration of SSO(Single Sign On) using SAML 2.0 with existing web applications.	is the Bank already having SSO solution ?	Information will be shared with selected bidder
211	STC Annexure-2 Technical/Functional Requirement	70. The proposed solution should provide filtering facilities for sensitive/confidential data and take actions accordingly	Need Clarity on the kind of actions to be taken with a use case	Information will be shared with selected bidder



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212	STC Annexure-2 Technical/Functional Requirement	73. The solution help with effective Governance and control all APIs by supporting branching of API Policies, global API policies, API policy debug tracing, real time API Policy validation	What kind of Policy is expected, Need a clarity with a use case/Example	Information will be shared with selected bidder
213	STC Annexure-2 Technical/Functional Requirement	101. The proposed solution should have features to manage (Sample, test, sandbox ) and monetize the APIs	What kind of control / monitoring (attributes) exactly is being looked at' to monetize the APIs?	Information will be shared with selected bidder
214	STC Annexure-2 Technical/Functional Requirement	105. The proposed solution should allow developers to automatically generate client side code in their programming language of choice (eg: .net, JAVA, PHP, NodeJs etc)	is it acceptable if the code is genrated in properatory / platofom specific snippets	Yes
215	STC Annexure-2 Technical/Functional Requirement	106. The proposed solution should automatically create interactive documentation from industry-standard WSDL	is it Mandatory ?	Yes
216	STC Annexure-2 Technical/Functional Requirement	110. The solution support Cache responses to common API requests, decreasing backend service load, Pre-fetch hypermedia API content	is it Mandatory ?	Yes
217	STC Annexure-2 Technical/Functional Requirement	114. The solution support single API call to leverage cryptographic security (mutual SSL)	1. Are you expecting two way SSL ? 2. One way SSL with SSL offloading at API cleint Level ?	1. Yes 2. No
218	STC Annexure-2 Technical/Functional Requirement	116. The solution has the Ability to set quotas and rate limits per developer account	What kind of Quota and Rate limiting is asked here? Need more clarity	Information will be shared with selected bidder
219	STC Annexure-2 Technical/Functional Requirement	117. The solution has the Ability to support multiple users per developer account	its a conflicting expectations, and there is a risk involved in this expetations. is it mandatory ?	Information will be shared with selected bidder
220	STC Annexure-2 Technical/Functional Requirement	119. The solution has the Ability to automatically generate client side code in JavaScript, node, Python, Ruby, PHP, Objective C, Java and Curl 1	Client side code generations is for API invocation or for Webapplication ?	API Invocation
221	STC Annexure-2 Technical/Functional Requirement	120. The solution support Interactive API documentation	What kind of Intraction is expected from a documentation ? need more clarity	The API documentation must be responsive
222	STC Annexure-2 Technical/Functional Requirement	123. The proposed solution should support for multiple API plans, setup fee, recurring monthly fee	is the SDK/API developeres are expected to be charged during the development for using the platform ? If the question is inappropriate, request to provide more clarity.	No.
223	STC Annexure-2 Technical/Functional Requirement	124. The proposed solution should supports for metering/ billing of a developer's customers	is the meatering required during developent or after developing an API/Application and deployed in UAT/Production etc ?If the question is inappropriate, request to provide more clarity.	Yes.



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224	STC Annexure-2 Technical/Functional Requirement	138. To share what compartmentalization techniques are employed to isolate Bank data from other customer's data	Need more clarity	Information will be shared with selected bidder
225	Generic	General Queries for Hardware Sizing	We assume that the Core/Distribution Switches, Firewalls, Application Firewall, Load Balancer's, WAN devices along with the new Infrastructure/System like server ,storage ,SAN switch, Virtualization tool will be provided by the bank.? Please confirm	Bank shall provide the same
226	Generic	General Queries for Hardware Sizing	We assume that the Bank will provide the monitoring/patching/sever automation/HIPS/Antivirus tools for the new server environment ? Please confirm	Bank shall provide the same
227	Generic	General Queries for Hardware Sizing	We assume that Backup Server /software along with the Tape drive/Tape Media will be provided by the bank for the server environment ?please confirm.	Bank shall provide the same
228	Generic	General Queries for Hardware Sizing	Please confirm if Bank can also provide the Oracle weblogic application server license along with the Oracle Databse license .	Bank will provide only Oracle Database License
229	STC Annexure-1 Scope of Work & Functional Requirement	11. Bidder has to provide the latest Benchmark report of any reputed external agency / OEM for the proposed product as per point number 1.10 above. Benchmark report should clearly highlight the performance metrics and level of scalability of the solution being offered.	Can you please elaborate more what is needed with respect to Benchmark Report	System Performance and the parameters of Load & concurrency. Elasticity of the proposed solution to cater the requirement
230	STC Annexure-1 Scope of Work & Functional Requirement	12. The threshold for payload should be configurable at API level.	Can you please elaborate if Payload Threshold is it the incoming request Size or just the Body Payload size.	Body Payload size
231	STC Annexure-1 Scope of Work & Functional Requirement	22. Bidder shall provide Licenses required for all the applications, software, tools, components, etc. provided as a part of the API Banking Solution. The licenses provided should have unrestricted access (without any limitation in no. of users, instances, installations, hardware etc but limited to managing 700 TPS load in total.) as per the TPS (Transactions per second) requirement specified in the RFP for the entire contract period and should not be tied to the hardware installed even after expiry of the contract. Bank will be free to reuse/port any of the software(s), tool(s), application(s), etc. for any purpose in the future during the contract period without any dependency on the Bidder or the API Banking Solution. Necessary licenses/ proof of the tie-up arrangements with the OEM(s) is to be provided to the Bank	You are requested to kindly consider licences and/or subscription for the proposed softwares/tools and other components.	Bidder to provide licenses as mentioned in Bill-of-material of the RFP document
232	STC Annexure-1 Scope of Work & Functional Requirement	59. Project Tracking and Reporting: OEM to Review project tasks, schedules, and resources and make changes or additions, as appropriate in discussion with Canara Bank.	OEM TAM will be involved in this case. OEM can suggest best practices and conduct audit, delivery should still be with Bidder. is the undersranding correct?	Yes.
233	STC Annexure-1 Scope of Work & Functional Requirement	71. Bidder shall comply with all the extant & new regulations, guidelines of the Bank's Information Security Policy, Guidelines of RBI, CERT-In, Respective Govt. Agencies and the Bank's policies and guidelines and provide such regulatory requirements at no additional cost to Bank till the warranty period.	Do we have a set of predefined policies to comply with.	Bank has predefined set of IT policies. (e.g. Security, Back-up ,etc). The details will be shared with selected bidder



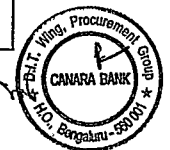
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
234	STC Annexure-1 Scope of Work & Functional Requirement	78. The proposed sizing needs to meet data, performance, load balancing, concurrent usage, scalability, availability requirements of the project. The bidder shall further ensure that at any point hardware parameters (like CPU, Memory, Storage, Network, etc.) should not cross the 50% utilization levels at all the proposed deployment sites of the Bank.	Sizing requirement is for min. 700 TPS and resource utilization should be at 50% max. Considering 1400 TPS as base requirement to comply?	Bidder to comply with RFP Terms
235	STC Annexure-1 Scope of Work & Functional Requirement	96. The Solution must support flexible scaling and the ability to provision additional capacity based on the load and traffic bursts.	requesting you to please rephrase the clause as below  The Solution must support flexible scaling and the ability to provision additional capacity based on the load and traffic bursts. The additional hardware shall be provided by the bank. Also, any cost for the software beyond 700 TPS requirement(as mentioned in this RFP), shall be borne by the bank.	Hardware shall be provided by the Bank. Bidder to ensure 700TPS in production and 20 TPS in UAT
236	STC Annexure-2 Technical/Functional Requirement	A. General Features 1. Proposed product should have Support centre in India.	Is it mandatory that support center should be in India only.	Bidder to comply with RFP Terms
237	STC Annexure-2 Technical/Functional Requirement	B. Architecture 10. The Proposed solution should support for Docker, Hybrid, SaaS, Kubernetes Deployments and should ship with supported Enterprise Kubernetes platform.	What SaaS capabilities are we looking for.	on Bank's discretion the solution may be hosted in cloud at later stages. These mentioned services must be available as SAAS model
238	STC Annexure-2 Technical/Functional Requirement	B. Architecture 16. The proposed solution should support for inbound messages and outbound message	What would be an inbound and outbound message here, is it referring to HTTP request response messages OR referring to applying policies for both Inbound & Outbound messages?	Both
239	STC Annexure-2 Technical/Functional Requirement	B. Architecture 19. The proposed solution should offer common backend services in the form of SDKs/APIs that can be used/shared across multiple backend /mobile/IOT apps	What SDK capabilities are we expecting here.	The SDK must be compatible that can be integrated across platforms
240	STC Annexure-2 Technical/Functional Requirement	D. API Rate Limiting & Traffic shaping 35. The proposed solution should support Geolocation access control applies GPS, geo-location aggregators and carrier coordinates to context variables.	What GPS system needs to be integrated here with and is there a scenario or specific requirement documented. What Data as Part of API hosting should be captured for GPS integration.	Extracting Geo Coordinates of IP addresses must be supported
241	STC Annexure-2 Technical/Functional Requirement	G. API Gateway and Deployment 52. The proposed API Gateway support appliance form factor with SW and HW options and support usage as an enterprise security gateway for API/Web/Mobile requests.  53. The Proposed API gateway Appliance Formfactor should be with signed and encrypted and it should not support installation of any other SW components into same	Any specific requirement for an appliance here.	No Appliance is required. Here the appliance means the solution.
242	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control 64. The proposed solution should has the ability to generate an API certificate/key/token	Shouldnt certificate generation be part of overall enterprise security like we only generate CSR and have a CA sign those.	Yes



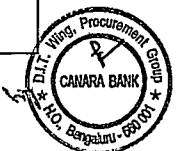
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
243	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control 65. Proposed solution should provide Secure Directory Server for managing Authentication and Authorization	What would be a need for a Directory Server, would the Company's AD not available for authentication/authorization. Or are we looking for a separate Directory Server to integrate with.	Bidder to propose Directory services. Bank's AD may not be used. Kindly refer Bill-of-material for separate directory services to be offered as separately and separate cost for the same
244	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control 82. The proposed solution should be mapping between Web Access Tokens and mobile token exchange mechanisms	What is this requirement any specific scenario that needs to be implemented.	Information will be shared with selected bidder
245	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control 83. The proposed solution should Enable and manage SSO from enterprise identities to cloud services.	Can you please clarify if we have to use existing enterprise identities and if yes which are they. Also please specify which cloud services	Bidder to propose Directory services. Bank's AD may not be used. Kindly refer Bill-of-material for separate directory services to be offered as separately and separate cost for the same
246	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control 84. The API Platform support hardware and software API Gateway for Security configurations	Any specific requirement for a Hardware API Gateway here.	Bank shall provide the HSM services and the platform must use the same wherever required.
247	STC Annexure-2 Technical/Functional Requirement	I. Threat Protection 88. The solution support JSON configuration-based validation/manipulation: JSON Transformation (to/from XML), JSON Path Execution, JSON Schema validation, JSON document threat protection with NO JavaScript or other coding necessary	For Transformation, Validation and Manipulation of JSON Payload some amount of Coding would be necessary. Is that Okay.	Yes.
248	STC Annexure-2 Technical/Functional Requirement	O. Developer Lifecycle Management 121. The solution has the Ability to generate an API certificate or token (in addition to an API key)	Certificate generation is generally with the enterprise security, is certificate generation a mandatory requirement. Or is it only CSR generation then CSR to be sent to CA for signing and issuance of certificate or are we talking about self-signed certs here.	API token must be generated from the proposed solution
249	STC Annexure-1 Scope of Work & Functional Requirement	31. No freeware or open-source software, tool etc. shall be used as a part of this solution.	Requesting to reframe the clause as below: "No freeware or open-source software, tool etc. shall be used as a part of this solution. Although, any open Source Software with Enterprise Support with OEM MAF shall be considered for the solution"	Bidder to comply with RFP Terms
250	STC 6. Participation Methodology	6.2 If a bidder bids on behalf of the Principal/OEM/OSD, the same bidder shall not submit a bid on behalf of another Principal/OEM/OSD in this RFP for the same item/product/service.	Requesting you to please reconsider if and only if the OEM	Bidder to comply with RFP Terms
251	STC 6. Participation Methodology	6.3 If any product of Principal/OEM/OSD is being quoted in this RFP, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product.	Requesting you to please remove this clause	Bidder to comply with RFP Terms
252	STC 6. Participation Methodology	6.4 In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate as per Annexure-8.	We need to request for the change this clause to change the implementation team	Bidder to comply with RFP Terms



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
253	STC Annexure-1 Scope of Work & Functional Requirement	4. The solution should adhere to all API standards whether regional or local.	Can you please elaborate on the API Standards any specific standards please mention	Information will be shared with selected bidder
254	STC Annexure-2 Technical/Functional Requirement	I. Threat Protection 90. The solution pass rigorous vulnerability tests, and integrates with any popular IAM system with support for OAuth, SAML and RADIUS.	Are we expecting reports from OEM?	Yes.
255	STC 6. Participation Methodology	6.4 In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate as per Annexure-8.	We request you remove this clause as the OEMs responsibility is limited to the Software supplied and support as per license terms. The actual project execution is a joint effort primarily between the bidder and the Bank. Additionally this clause refers to MAF (as Annexure 8) the wordings of the Annexure 8 does not imply what is mentioned in this clause, in addition this clause requires MAF (Annexure -8) to be provided by a dealer / distributor. This may not be possible.	Bidder to comply with RFP terms
256	STC 10. Delivery, installation, integration, commissioning and maintenance	10.2 Project Timelines Sl No. 3 Implementation 100 APIs - Within 4 Months from the Hardware readiness by the Bank	The API management tool is implemented in 60 Days of Hardware readiness, however 100 API's are made go live with in 120 Days of Hardware readiness. We request that the first 100 APIs readiness be made 4 Months from APIM implementation. Please consider the timelines considered in this section	Bidder to comply with RFP terms
257	STC 10. Delivery, installation, integration, commissioning and maintenance	10.2 Project Timelines Sl No. 3 Implementation Migration of existing 100 APIs - Within 12 Months from the Hardware readiness by the Bank.	Are there 500 APIs or 600 APIS. As in the rows above there is a mention of 500 APIs and in this case there is a specific mention of Migration of Existing 100 APIS, kindly confirm	Refer corrigendum-2 Amended Bill of Material.
258	STC 11. Uptime	11.8 Provide a robust, fault tolerant infrastructure with enterprise grade SLAs with an assured uptime of 99.00%.	The bidder is not providing infrastructure hence , kindly remove this clause.	The hardware failure SLA lies with the Bank.
259	STC 13. Onsite Resources	13.1. The selected bidder has to provide onsite resources as per Table-C Bill of Material on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience.	Onsite Resources /13/7: 24x7x365 onsite support is required and each with minimum 5 years experience. Kindly reconfirm.	Yes.
260	STC 13. Onsite Resources	13.1. The selected bidder has to provide onsite resources as per Table-C Bill of Material on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience.	Please note the APIM implementation is completed with in 60 days and after that the API development or migration is underway. Hence two different types of resources shall be required. API Developer and APIM Admin. The APIM admin shall be required after the implementation is completed not only after the go-live is completed.	Since Bank is paying one time implementation cost , Bidder to deploy resources as required to implement the solution at no extra cost to the Bank .
261	STC 13. Onsite Resources	13.4 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.	Kindly confirm that the Day0+1 Team shall be part of the Day2 Team.	Bidder to deploy resources for smooth functioning of solution
262	STC 13. Onsite Resources	13.10 Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered.	1, Kindly confirm what is the procedure for onboarding a substitute resource. Is the bank going to onboard named substitutes or this will be worked out on a case to case basis 2. Also Please note Clause 20 Payment Term Row no 4 , the Onsite Resource payment is monthly in Arrear	1. Bidder to replace resources with the consent of the Bank 2. Payment shall be paid monthly in arrears
263	STC 13. Onsite Resources	13.1. The selected bidder has to provide onsite resources as per Table-C Bill of Material on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience.	To Size the number of resources it is essential we understand what is the current ticket volume and SLA compliance, kindly provide us indicative data for the same. Also while the solution is being implemented the current API ecosystem of the bank shall be in operation. Kindly confirm if the current system needs to be maintained by the bidder.	Bidder to provide number of resources as requested in Bill-of-material



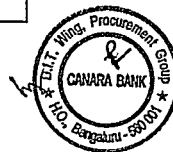
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264	STC 16. Acceptance	16.2 The subscription/support will start from the date of Go-Live.	Support for the platform is required once platform implementation is completed and licenses will be consumed as the platform is implemented. Hence we request to have two different go lives one for the platform, one for the complete solution . This would enable the subscription to start once licenses are being consumed	The support of license shall start once 100 APIs are made live in production
265	STC 18. Annual Technical Support (ATS)	18.6 It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per annexure-15) to the tune of 3% of the value of the Purchase Order, if AMC/ATS charges quoted by the selected bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of software and License). The Bank has discretion to consider such offer or for seeking clarification from the selected bidder to decide for consideration: This Bank Guarantee will be towards contractual AMC/ATS obligations of the selected bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-11). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The selected bidder has to submit this Bank guarantee in addition to the Performance Security (Security Deposit/Bank Guarantee). The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.	Since this is a subscription software , there is no ATC applicable, but Yearly renewals are applicable. We can provide a 5 year SKU and in that case our ATC may be low, will it have an impact PBG value.	Bidder to comply with RFP Terms
266	STC 20. Payment Terms	20.1 Payment schedule will be as under: Sl No. 1 40% After successful go live of 1 Year and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents	Kindly revise the Software payment at the time of Software delivery..Kindly revise the software payment term in terms of licenses and implementation	Bidder to comply with RFP terms
267	STC 23. Mean Time Between Failures (MTBF)	If during the contract period, any software items fails on three or more occasions in a quarter, such items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.	The bidder does not provide any hardware , kindly modify this.	Bidder to refer Corrigendum-2
268	STC Annexure-2 Technical/Functional Requirement	S. CYBER SECURITY 148. Bidder has to comply CASB(Cloud access security broker) for sensitive information reside in cloud infrastructure.	What is CASB solution deployed at the bank. And what is intended here by "Bidder has to Comply"	on Bank's discretion the solution may be hosted in cloud at later stages. These mentioned services must be available as SAAS model
269	STC Annexure-2 Technical/Functional Requirement	Annexure-2(A) Note: Bidder has to provide details of provisional Hardware/Software to support minimum of 700 TPS in High Availability throughput in Production and 20 TPS in UAT.	Could we provide the details of the application as a single component module	Hardware shall be provided by the Bank . Hence the specification details of hardware is required here
270	STC Annexure-10 Technical Evaluation Parameters	Sl No. 1 Implementation experience for API Banking Solution by OEM.  Public Sector/Private Banks in India: 1 Bank - Max 15 marks 2 Banks - Max 20 Marks	We request you to kindly include BFSI, other financial intermediaries such as stock or commodity exchanges , payment processors and other industrials.	Bidder to comply with RFP terms



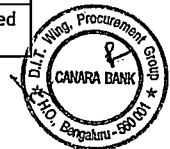
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
271	STC Annexure-10 Technical Evaluation Parameters.	Sl No. 3 Platform Experience in handling API Messages in Bank's Implementation.  >=700 TPS - 5 marks 500-699 TPS - 2 Marks <500 TPS - 0 Marks	Kindly include BFSIs , and other Entities	Bidder to comply with RFP terms
272	STC Annexure-1 Scope of Work & Functional Requirement	On-premises & Cloud	Do you want the license cost to be same if deployed to Cloud or deployed Hybrid Cloud (on-prem & Cloud) model?	The implementation shall be on-premises only
273	STC Annexure-1 Scope of Work & Functional Requirement	On-premises & Cloud	Whether the offering should include Supported version Kubernetes platform like RedHat OpenShift for API solution Deployment?	Yes
274	STC Annexure-1 Scope of Work & Functional Requirement	ESB Requirement	Based on our past experience with 7-9 scheduled banks, Enterprise Service Bus is best suited for ISO message format( 8583) handling over top protocol. As per RFP you have such requirement. So are you open if we include ESB as a part of proposed solution.	Bidder to propose solution to comply with RFP terms
275	STC Annexure-1 Scope of Work & Functional Requirement	MQ Requirement	Do you have or need asynchronous message processing use case? Request you to confirm so that we can also include IBM MQ as part of the solution	Bidder to propose solution to comply with RFP terms
276	STC Annexure-1 Scope of Work & Functional Requirement	ESB Requirement	Do you need the solution to support Auto retry for transaction?	Not Required
277	STC Annexure-1 Scope of Work & Functional Requirement	MQ Requirement	The messaging component within the ESB shall have the ability to persist and retransmit data in case of a failed transaction. Do you have such requirement?	Bidder to propose solution to comply with RFP terms
278	STC Annexure-1 Scope of Work & Functional Requirement	No of environments to be built	We are assuming following environments: Production, DR , Near DR, Development, UAT and pre-production. Total six environments. Request you to confirm on TPS count for Each environment? Typically there are Prod, UAT, DR and Sandbox (Training)	Refer corrigendum
279	STC Annexure-1 Scope of Work & Functional Requirement	High Availability	We are assuming only Production, DR environments should be Highly available. Others are standalone environments. Request you to confirm.	Yes
280	STC Annexure-1 Scope of Work & Functional Requirement	High Availability	It's Canara's responsibility to provide the load balancer for high availability solution. Request you confirm?	Bidder to propose solution to comply with RFP terms
281	STC Annexure-1 Scope of Work & Functional Requirement	Environment Purpose	What is the purpose of Near DR environment, even though we have actual DR environment?	Refer corrigendum



Replies to Prebid Queries for GeM Bid ref no. GEM/2023/B/3066561 dated 02/02/2023 for Supply, Installation, Implementation and Maintenance of API Banking Solution in Canara Bank for 5 years.

Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
282	STC Annexure-1 Scope of Work & Functional Requirement	Hardware Specs	Please clarify if you prefer H/W specs for VMWare installation or OpenShift container based installation.	Bidder to propose solution to comply with RFP terms
283	STC Annexure-2 Technical/Functional Requirement	Annexure-2(A) Infrastructure Sizing	Should we also propose Hardware servers required for solution or Bank will provide Hardware?	Bank will provide hardware
284	STC Annexure-2 Technical/Functional Requirement	Annexure-2(A) which include application, Operating System (OS), Database etc.	Can we assume, if OS and DB are provided by Canara then these would be out of our scope and if OS and DB are provided as part of the solution then these would be part of bidder's scope?	Bank will provide hardware only
285	STC 12. Training	103	How many times training by OEM is envisioned? Or is it just for one time for 120 hours?	As mentioned in RFP Document
286	STC 12. Training	103	Please specify the expected timelines for this training, as the OEM rates will vary.	Within 6 months of 100 API implementation or earlier
287	Generic	IS-Audit	Explain in detail about IS-AUDIT activity( has to perform by bidder's by taking help of external agency or Bank will perform by their existing security agency)?	Information will be shared with selected bidder
288	Generic		Do you want the solution to manage API traffic prioritization?	Yes
289	Generic	Generic	Do you want the proposed solution should support integration with CI/CD platform?	Bidder to comply with RFP terms
290	Generic	Generic	Do you require in the solution tenant admins mandatory approval for API access plan sign-up?	Yes
291	Generic	Generic	Can we expect bank to provide hardware load balancer as part of infrastructure?	Bidder to propose solution to comply with RFP terms. Necessary hardware will be provided by the Bank
292	Generic	Generic	As per OWASP rules, API Gateway should be purpose built and not support any external agent to be installed. Is this expected from Canara as part of the solution?	Bidder to comply with RFP terms
293	Generic	100 % DC - DR replication	In order to have 100% DC-DR Replication, latency between DC and DR should be less than 80ms. Request you to confirm the latency between sites?	Information will be shared with selected bidder
294	Generic	Scalability	Do you need the proposed solution should support Horizontal and vertical scaling of each individual component?	Yes
295	Generic	Delivery Model	Can we suggest combination of on site and off shore model for deployment?	On-site only
296	STC 20. Payment Terms	Terms	100% Software cost has to be paid forward to the OEM by the bidder, which is not the case by Canara's payment terms. So, we request you to amend this part only?	Bidder to comply with RFP terms
297	STC 20. Payment Terms	Terms	Please specify the implementation to be done in all the environments to be able to invoice 60%? Can you limit to one non production as a milestone sign off?	Bidder to comply with RFP terms
298	STC 20. Payment Terms	Terms	Similarly for 40%. Please define "go-live" and 1 year is too long. Request you to accommodate 90 days from Production environment building and signing off, provided the H/W is provisioned with on 15days from PO date.	Bidder to comply with RFP terms
299	Generic	Generic	Is there any existing APIM solution Deployed? If yes, specify the Deployment product details and Architecture form factor(VMware Deployemnt, Openshift, Public cloud and Private cloud)?	Information will be shared with selected bidder
300	Generic	Generic	If you have Existing APIM Solution, Could you share the BOQ of the Existing Solution?It will help us to calculate the Licensing.	Information will be shared with selected bidder



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
301	STC 10. Delivery, installation, integration, commissioning and maintenance	Implementation	Could you share more details about 500 APIs? What are back end applications to be connected, protocol to be used and any other requirements. This will help us in estimating the complexity	Information will be shared with selected bidder
302	STC 10. Delivery, installation, integration, commissioning and maintenance	Implementation	Out of 500 APIs how many of them are simple, medium and complex?	Information will be shared with selected bidder
303	STC 20. Payment Terms	ATS	It was mentioned quarterly arrear payment for the ATS for year 2,3,4,5. But OEM only accepts yearly payments at the start of year 2,3,4 and 5. Request you to ammend the ATS clause to include yearly payment.	Information will be shared with selected bidder
304	STC 20. Payment Terms	60% payment	does installation and configuration mean for all environments or only UAT, Prod and DR? Request clarifications. How many environments come under the scope?	All three viz UAT,PROD and DR
305	STC 20. Payment Terms	40% payment	For any issue related to 500 APIs with no fault of the SI, the payment could be delayed. OEM payment terms does not allow for 1 year time frame. Request reconsideration of this clause or scrapping of the clause.	Bidder to comply with RFP Terms
306	STC Annexure-1 Scope of Work & Functional Requirement	OEM scope to include Governance and review services. Conduct Health checks. Support Bank in Pre Go Live, Go Live and post Go Live.	is it not the SI's responsibility? What is the bank's expectation here? Request clarification on the OEM role in the project?	Bidder to comply with RFP Terms
307	STC Annexure-1 Scope of Work & Functional Requirement	The OEM must design, document and implement the framework and architecture of all integrations and APIs with state of art industry standard Security (encryption of sensitive data, input validation, Tokenization etc)	Is it not the SI's responsibility? What is the bank's expectation here?	Bidder to comply with RFP Terms
308	STC Annexure-2 Technical/Functional Requirement	The solution must undergo software and audit (OWASP threats, code audit by CERT-in empaneled auditor, VAPT audit in the bank end, etc.) as per stipulations and all remarks / observations in the audit reports to be rectified / incorporated.	OEM certifies that product is free from threats, malicious code and known reported vulnerabilities. Would that be enough ?	bank may conduct its own security audits and any observations to be attended by the bidder at no cost to the bank
309	STC Annexure-2 Technical/Functional Requirement	The solution must undergo software and audit (OWASP threats, code audit by CERT-in empaneled auditor, VAPT audit in the bank end, etc.) as per stipulations and all remarks / observations in the audit reports to be rectified / incorporated.	Will bank arrange the empaneled auditor? If is it expected from SI.	Bank shall arrange
310	GeM Clause Page No. 2 of 7	Performance Guarantee	Is this applicable to the service provider registered under MSME?	Yes, The bidders has to comply with RFP Terms.



Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
311	STC 47. Order Cancellation/Termination of Contract	<p>47.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:</p> <p>47.1.1. Delay in implementing the solution within the specified period.</p> <p>47.1.2. Serious discrepancies noted in the inspection.</p> <p>47.1.3. Breaches in the terms and conditions of the Order.</p> <p>47.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:</p> <p>47.2.1. Non submission of acceptance of order within 7 days of order.</p> <p>47.2.2. Excessive delay in execution of order placed by the Bank.</p> <p>47.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.</p> <p>47.2.4. The bidder goes in to liquidation voluntarily or otherwise.</p> <p>47.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p> <p>47.2.6. The progress made by the selected bidder is found to be unsatisfactory.</p> <p>47.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p> <p>47.2.8. If found blacklisted by any Govt. department/ PSU/ other banks etc., during the course of contract.</p> <p>47.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.</p>	<p>Kyndryl recommends the following language for termination for cause: Either party may terminate this Contract t if the other materially breaches this Contract; provided that the party that is non-compliant is given a written notice by the other party and thirty (30) days' notice period to remedy such non-compliance, and the Contract shall then be terminated when the defaulting party fails to remedy such non-compliance within such notice period. In the event of such termination of this Contract, Client shall pay Kyndryl for all the Services Kyndryl delivers through the effective date of termination in addition to payment for, applicable wind -down charges and expenses incurred by Kyndryl.</p> <p>Secondly, in specific response to this Section 12, please note that Section 12.1.1, Section 12.1.2 and Section 12.1.3 are widely worded and can be bracketed in one category of termination of cause where Bidder has committed or materially breaches its obligations under the contract. Section 12.2 again can be bracketed as a termination for material breach for example if there is a material delay in the execution leading to a material breach of the terms of the contract. Further Section 12.2.1 is fairly stringent as any order form will be discussed by both parties and agreed upon and unilateral termination right related to to a stipulated time period may diminish the transactional requirements. Section 12.2.2 shall be applicable only where the contract has been discussed and mutually concluded by both the Parties and not accepted by CB. We would also like to discuss the notice period associated with termination in the event of a party's assets being attached or where a party goes into involuntary liquidation, Section 12.2.7 is the same as Section 12.2.2 and will be fine if the materiality of a breach is the criterion for the termination right. Section 12.2.7, we would like to discuss this with you as any LDs paid or payable may not have an impact on the overall provision of services. Section 12.3 This notice period shall not sufficient for any termination for convenience. Section 12.4. in the event of</p>	Bidder to comply with RFP Terms
312	STC 60. Indemnity	<p>12. Indemnity</p> <p>12.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>12.1.1. <del>The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</del></p> <p>12.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>12.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of service provided by them.</p> <p>12.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>12.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual</p>	<p>Indemnification: Bidder will indemnify CB for third party claims for only any breach of IPR violations by the Bidder on material if any supplied by Bidder from the use of unaltered Company manufactured products , provided the CB gives the Company prompt notice of any such claim and Bidder is allowed to take sole defense and control of any such claim. For clarity, this does not apply to any third party Products or Software supplied by Bidder. Further, Bidder shall not indemnify CB for any <i>inter se</i> claims or for any general indemnity related to any breaches under contract as Indemnification is for specific requirements under the contract.</p> <p>Limitation of Liability: Bidder submits the following language to be included in the contract. Bidder's entire liability for all claims related to the Agreement will not exceed the aggregate amount of any actual direct damages incurred by up to the amounts paid (if recurring charges, up to 12 months' charges apply) by CB for the product or service that is the subject of the claim, regardless of the basis of the claim. This limit applies collectively to Bidder, its subsidiaries, contractors, and suppliers. Bidder will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, anticipated savings, reputation, data and third party claims, even if Bidder has been advised of possibility of such damages. The Bidder seeks deletion of the exceptions to the liability cap.</p>	Bidder to comply with RFP Terms



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
313	STC 7. Legal Disputes and Jurisdiction of the Court	<p>22. Legal Disputes and Jurisdiction of the court</p> <p>22.1. The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.</p> <p>22.2. All disputes and controversies between Bank and selected bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/Contract agreement shall be governed by the laws of India.</p>	We would request that the Disputes should also be the subject matter of the Arbitration and Conciliation Act, 1996.	Bidder to comply with RFP Terms
314	STC Audit and Inspection of Records	<p>6 Inspection of Records</p> <p>Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software &amp; other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard</p> <p>8.1. The selected bidder (Service Provider) has to get itself annually audited by internal/external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.</p> <p>8.2. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution</p>	Kyndryl proposes that any audit by the Bank shall be done with prior written notice of not less than 14 days and without causing any disruption to the day -to-day activities of Kyndryl. Further internal cost records of the Kyndryl shall be outside the purview of this audit.	Bidder to comply with RFP Terms
315	STC Performance Bank Guarantee		Kyndryl seeks deviation. The provisions of the Bank Guarantee viz invocation , duration and extension needs to be discussed and mutually agreed.	Bidder to comply with RFP Terms



Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
316	STC Integrity Pact	FALL CLAUSE 8.1.The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would he refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.	The fall clause is widely worded enough to even apply to provate entities and also doesn't limit itself to services at hand and leaves Bidder with very little wriggle room to define any form business propositions to other client. We would like to discuss this with you.	Bidder to comply with RFP Terms
317	STC 19. Termination	If the seller does not perform its obligations within the Delivery Period / Date mentioned in the Contract, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or Withdraw the Contract for the unsupplied portion after the expiry of the original, extended or re-fixed delivery date or period stipulated in the Contract. Such cancellation of contract on account of non - performance by the Seller would entitle the Buyer to forfeit the performance security besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits.	Either party may terminate this Contract t if the other materially breaches this Contract; provided that the party that is non-compliant is given a written notice by the other party and thirty (30) days' notice period to remedy such non-compliance, and the Contract shall then be terminated when the defaulting party fails to remedy such non-compliance within such notice period. In the event of such termination of this Contract, Client shall pay Kyndryl for all the Services Kyndryl delivers through the effective date of termination in addition to payment for, applicable wind -down charges and expenses incurred by Kyndryl.	Bidder to comply with RFP Terms
318	STC 18. Limitation of Liability	Notwithstanding anything contained in this agreement, no party will be liable for any special, incidental or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with this agreement or any breach hereof (whether under a theory of contract, tort (including negligence), warranty or otherwise) exceed the Contract Price entered into the Contract between Buyer and Seller.	The rationale for the requirement of these GeM terms is not clear as there are many conflicting provisions between the RFP and the GeM terms. Further the limitation of liability is drafted in a way where all breaches under the contract are outside the exclusions of indirect damages which is not how Section 73 of the Indian contract looks at indirect damages and it also defeats the purpose of having a clause on indirect damages in a contract. Secondly, the amount of monetary cap shouldnt be as high as the contract value vis-a-vis GeM. It is also not clear whether the RFP terms will be applicable here or not.	Bidder to comply with RFP Terms



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
319	STC 23. Mean Time Between Failures (MTBF)	<p>23.1Indemnification: The Seller shall at all time indemnify Buyer against all suits and claims which may be made in respect of the goods/services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/ Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from.</p> <p>Buyers and Sellers agree to indemnify, defend and hold harmless GeM, its officials, Managed Service Provider (herein after individually and collectively referred to as "indemnified parties") from and against any and all losses, liabilities, claims, suits, proceedings, penalties, interests, damages, demands, costs and expenses (including legal and other statutory fees and disbursements in connection therewith and interest chargeable thereon) asserted against or incurred by the indemnified parties that arise out of, result from, or in connection with</p> <p>23.2.1Breach of the contract(s); or 23.2.2Any claims made by any third party due to, or arising out of, or in connection with, use of the Website; or 23.2.3Any claim made by any third party regarding content/ information or materials provided by Seller cause any damage to a third party; or arising out of, or in connection with, use of the Website. 23.2.4Violation of any intellectual property rights or any other rights. Once GeM notifies the Buyer/ Seller of such claims, they shall defend and indemnify GeM for the same. Further, in no case they shall</p>	<p>Bidder will indemnify CB for third party claims for only any breach of IPR violations by the Bidder on material if any supplied by Bidder from the use of unaltered Company manufactured products , provided the CB gives the Company prompt notice of any such claim and Bidder is allowed to take sole defense and control of any such claim. For clarity, this does not apply to any third party Products or Software supplied by Bidder. Further, Bidder shall not indemnify CB for any inter se claims or for any general indemnity related to any breaches under contract as Indemnification is for specific requirements under the contract.</p>	Bidder to comply with RFP Terms
320	STC Annexure-1 Scope of Work & Functional Requirement	API Manager	API exposure {REST,SOAP or BOTH}?	BOTH
321	STC Annexure-1 Scope of Work & Functional Requirement	API Manager	All the internal/peripheral applications are api exposed? If yes, all would be API calls or will there be DB,File systems,queues to be integrated with. If no, is there a need to expose applications as API's?	Information will be shared with selected bidder
322	STC Annexure-1 Scope of Work & Functional Requirement	API Manager	How many API's might be there to integrate or expose? [Internal & External]	Information will be shared with selected bidder
323	STC Annexure-1 Scope of Work & Functional Requirement	API Manager	API Manager would have to be deployed over firewall and also with in bank's internal network too? [HTTPS/HTTP with Auth]?	Architecture will be informed to selected bidder.
324	STC Annexure-1 Scope of Work & Functional Requirement	API Manager	Developer portal should also list sample payloads and response?	Yes
325	STC Annexure-1 Scope of Work & Functional Requirement	API Manager	Year on year growth of API's, Eg: 10%,50%,100%	Approx 20%



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
326	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Year on year growth of transactions, Eg: 10%,50%,100%	5%
327	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the Integration Platform should be having workflow notification features {Email/SMS}?	Yes
328	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the Integration Platform should support Domain Value Maps?	Yes
329	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the Integration Platform should be a resiliency/circuit breaker functionality?	System should have the mentioned capability
330	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the Integration Platform should have an inmemory capability to reduce loads on the back-end system?	yes
331	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the Integration Platform should include Business rules?	yes
332	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the Integration Platform should have threshold/throttling functionality? [Threshold value approx]	Yes. Information will be shared to selected bidder
333	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the Integration Platform should have SLA functionality and alert generation capability when SLA is breached?	Yes
334	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Recovery configuration and Error handling mechanism for the Integration Platform? [Automatic]	Yes
335	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the Integration Platform should participate in a global transaction or local transactions with rollbacks?	Information will be shared with selected bidder
336	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the Integration Platform should have functionality to listen to Database notifications to minimize the number of failures? [Clusterware & Notification services from DB]	yes
337	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the bank already have a token generation system, Eg: Oauth tokens	Bidder to propose as part of RFP



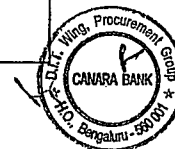
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
338	STC Annexure-1 Scope of Work & Functional Requirement	Integration Platform	Does the Integration Platform should have real time monitoring dashboard and expose business/technical reports?	Bidder to propose as part of RFP
339	STC Annexure-1 Scope of Work & Functional Requirement	22. Bidder shall provide Licenses required for all the applications, software, tools, components, etc. provided as a part of the API Banking Solution. The licenses provided should have unrestricted access (without any limitation in no. of users, instances, installations, hardware etc but limited to managing 700 TPS load in total.) as per the TPS (Transactions per second) requirement specified in the RFP for the entire contract period and should not be tied to the hardware installed even after expiry of the contract. Bank will be free to reuse/port any of the software(s), tool(s), application(s), etc. for any purpose in the future during the contract period without any dependency on the Bidder or the API Banking Solution. Necessary licenses/ proof of the tie-up arrangements with the OEM(s) is to be provided to the Bank	You are requested to kindly consider licences and/or subscription for the proposed softwares/tools and other components.	Bidder to comply with RFP Terms
340	STC Annexure-1 Scope of Work & Functional Requirement	31. No freeware or open-source software, tool etc. shall be used as a part of this solution.	We suggest use of Open Source tool for API mocking, would this be allowed	Bidder to provide necessary Software as part of RFP compliance
341	STC Annexure-1 Scope of Work & Functional Requirement	96. The Solution must support flexible scaling and the ability to provision additional capacity based on the load and traffic bursts.	requesting you to please rephrase the clause as below  The Solution must support flexible scaling and the ability to provision additional capacity based on the load and traffic bursts. The additional hardware shall be provided by the bank. Also, any cost for the software beyond 700 TPS requirement(as mentioned in this RFP), shall be borne by the bank.	Hardware shall be provided by the Bank. Bidder to ensure 700TPS in production and 20 TPS in UAT
342	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control 84. The API Platform support hardware and software API Gateway for Security configurations	Any specific requirement for a Hardware API Gateway here. Or can we rephrase it to Hardware OR Software	Hardware or software may be considered
343	STC Annexure-2 Technical/Functional Requirement	O. Developer Lifecycle Management 121. The solution has the Ability to generate an API certificate or token (in addition to an API key)	Certificate generation is generally with the enterprise security, is certificate generation a mandatory requirement. Or is it only CSR generation then CSR to be sent to CA for signing and issuance of certificate or are we talking about self-signed certs here.	Bidder to comply with RFP Terms
344	STC 6. Participation Methodology	6.3 If any product of Principal/OEM/OSD is being quoted in this RFP, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product.	The bank is not requesting for a single product but a solution which have multiple integrated, interdependent components . It is possible that a bidder's/OEM solutions may use other OEM's product/solution as an underlying component in their solution. Hence we request this clause to be modified or removed. In the least it should allow a bidder/OEM to participate as long as the offered API Gateway and API manager as a packaged solution are unique, though few underlying components (or Products that are part of the complete solution ) may be similar.	Bidder to comply with RFP Terms



Replies to Prebid Queries for GeM Bid ref no. GEM/2023/B/3066561 dated 02/02/2023 for Supply, Installation, Implementation and Maintenance of API Banking Solution in Canara Bank for 5 years.

Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
345	STC Annexure-1 Scope of Work & Functional Requirement	25. The bidder shall be responsible for supply, installation, re-installation and maintenance of API Banking solution along with its related other software tools at Bank's DC, DR and Near DR setup. Bidder shall have to install/re-install & migrate the solution along with other environments like Development, UAT, etc. in case of shifting of Bank's DC/DR/Near DR or as per business requirement of the Bank without any additional cost to the Bank. The scope covers end-to-end installation of whole setup and making it operational and also includes imparting training on the same to Bank officials by OEM/OEM Authorized Training Partner.	Please specify if Near DR would have active API components or would be Data backup. What percentage of Prod load or any specific load need to be considered for Dev Environment. And which type of deployment would you consider, Bare Metal/Virtual machine?	Bidder to Refer corrigendum-2
346	STC 6. Participation Methodology	6.4 In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate as per Annexure-8.	We request you remove this clause as the OEMs responsibility is limited to the Software supplied and support as per license terms. The actual project execution is a joint effort primarily between the bidder and the Bank. Additionally this clause refers to MAF (as Annexure 8) the wordings of the Annexure 8 does not imply what is mentioned in this clause, in addition this clause requires MAF (Annexure -8) to be provided by a dealer / distributor. This may not be possible.	Bidder to comply with RFP Terms
347	STC 10. Delivery, installation, integration, commissioning and maintenance	10.2 Project Timelines Sl No. 3 - Implementation 100 APIs - Within 4 Months from the Hardware readiness by the Bank	The API management tool is implemented in 60 Days of Hardware rediness, however 100 API's are made go live with in 120 Days of Hardware readiness. We request that the first 100 APIs readiness be made 4 Months from APIM implementation. Please consider the timelines considered in this section	Bidder to comply with RFP Terms
348	STC 13. Onsite Resources	13.1. The selected bidder has to provide onsite resources as per Table-C Bill of Material on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience.	Please note the APIM implementation is completed with in 60 days and after that the API development or migration is underway. Hence two different types of resources shall be required. API Developer and APIM Admin. The APIM admin shall be required after the implementation is completed not only after the go-live is completed.	Bidder to comply with RFP Terms
349	STC 13. Onsite Resources	13.10 Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered.	1, Kindly confirm what is the procedure for onboarding a substitute resource. Is the bank going to onboard named substitutes or this will be worked out on a case to case basis 2. Also Please note Clause 20 Payment Term Row no 4 , the Onsite Resource payment is monthly in Arrear	1. Bidder to replace resources with the consent of the Bank 2. Paymnet shall be paid monthly in arrears
350	STC 13. Onsite Resources	13.1. The selected bidder has to provide onsite resources as per Table-C Bill of Material on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience.	To Size the number of resources it is essential we understand what is the current ticket volume and SLA compliance, kindly provide us indicative data for the same. Also while the solution is being implemented the current API ecosystem of the bank shall be in operation. Kindly confirm if the current ssystem needs to be mntained by the bidder.	Information will be shared with selected bidder
351	STC 16. Acceptance	16.2 The subscription/support will start from the date of Go-Live.	Support for the platform is required once platform implementation is completed and licenses will be consumed as the platform is implemented. Hence we request to have two different go lives one for the platform, one for the complete solution . This would enable the subscription to start once licenses are being consumed	Bidder to comply with RFP Terms
352	STC Annexure-10 Technical Evaluation Parameters	Sl No. 1 Implementation experience for API Banking Solution by OEM.  Public Sector/Private Banks in India: 1 Bank - Max 15 marks 2 Banks - Max 20 Marks	As you may agree that API Banking is new for the Indian Public Sector/Private Banks. We request you to kindly include Non-Banking Financial Company (NBFC), other financial intermediaries such as stock or comodity exchanges , payment processors and other industrials.	Bidder to comply with RFP Terms



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
353	STC Annexure-10 Technical Evaluation Parameters	Sl No. 1 Implementation experience for API Banking Solution by OEM. Public Sector/Private Banks in India: 1 Bank - Max 15 marks 2 Banks - Max 20 Marks	Kindly include Bidder or OEM	Bidder to comply with RFP Terms
354	STC Annexure-10 Technical Evaluation Parameters	Sl No. 3 Platform Experience in handling API Messages in Bank's Implementation. >=700 TPS - 5 marks 500-699 TPS - 2 Marks <500 TPS - 0 Marks	As you may agree that API Banking is new for the Indian Public Sector/Private Banks. We request you to kindly include Non-Banking Financial Company (NBFC), and other Entities. We would like to know if OEM testing reports and customer reference is good enough for scoring?	Bidder to comply with RFP Terms
355	STC Annexure-2 Technical/Functional Requirement	S. CYBER SECURITY 148. The proposed solution should be compatible to connect with HSMS	What is HSM module being used by the Bank ?	Information will be shared with selected bidder
356	STC Annexure-2 Technical/Functional Requirement	R. Data integrity management 143. To comply with Bank's RTO/RPO requirement and retention policy. Recovery Point Objective (RPO): This is the point upto which data must be restored in order to ensure that the business objectives can be met in line with the related maximum tolerable outage. RPO of Peripheral Applications to CBS is 5 minutes.  Recovery Time Objective (RTO): This is the timeframe by which a recovery must become effective before an outage compromises the organizations ability to achieve its business objectives and consequently has the potential of threatening its short term/ long term survival. RTO of Peripheral Applications to CBS is 2 hours.	What is the BCDR solution deployed by the Bank	Information will be shared with selected bidder
357	STC Annexure-2 Technical/Functional Requirement	Q. Security Aspects 136. The bidder must disclose the capability of the solution provided.	What is expected here beyond the product literature and solution related documents .	Information will be shared with selected bidder
358	STC Annexure-2 Technical/Functional Requirement	O. Developer Lifecycle Management 119. The solution has the Ability to automatically generate client side code in JavaScript, node, Python, Ruby, PHP, Objective C, Java and Curl 1	Kindly elaborate what is expected here by the bank.	Information will be shared with selected bidder
359	STC Annexure-1 Scope of Work & Functional Requirement	96. The Solution must support flexible scaling and the ability to provision additional capacity based on the load and traffic bursts.	requesting you to please rephrase the clause as below  The Solution must support flexible scaling and the ability to provision additional capacity based on the load and traffic bursts. The additional hardware shall be provided by the bank. Also, any cost for the software beyond 700 TPS requirement(as mentioned in this RFP), shall be borne by the bank.	Hardware shall be provided by the Bank. Bidder to ensure 700TPS in production and 20 TPS in Non-Production
360	STC Annexure-2 Technical/Functional Requirement	O. Developer Lifecycle Management 121. The solution has the Ability to generate an API certificate or token (in addition to an API key)	Certificate generation is generally with the enterprise security, is certificate generation a mandatory requirement. Or is it only CSR generation then CSR to be sent to CA for signing and issuance of certificate or are we talking about self-signed certs here.	Bidder to comply with RFP Terms.



Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
361	STC 6. Participation Methodology	6.4 In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate as per Annexure-8.	We request you remove this clause as the OEMs responsibility is limited to the Software supplied and support as per license terms. The actual project execution is a joint effort primarily between the bidder and the Bank. Additionally this clause refers to MAF (as Annexure 8) the wordings of the Annexure 8 does not imply what is mentioned in this clause, in addition this clause requires MAF (Annexure -8) to be provided by a dealer / distributor. This may not be possible.	Bidder to comply with RFP terms
362	STC 10. Delivery, installation, integration, commissioning and maintenance	10.2 Project Timelines Sl No. 3 - Implementation 100 APIs - Within 4 Months from the Hardware readiness by the Bank	The API management tool is implemented in 60 Days of Hardware rediness, however 100 API's are made go live with in 120 Days of Hardware readiness. We request that the first 100 APIs readiness be made 4 Months from APIM implementation. Please consider the timelines considered in this section	Bidder to comply with RFP terms
363	STC 13. Onsite Resources	13.1. The selected bidder has to provide onsite resources as per Table-C Bill of Material on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience.	Please note the APIM implementation is completed with in 60 days and after that the API development or migration is underway. Hence two different types of resources shall be required. API Developer and APIM Admin. The APIM admin shall be required after the implementation is completed not only after the go-live is completed.	Since Bank is paying one time implementation cost, Bidder to deploy resources as required to implement the solution at no extra cost to the Bank.
364	STC 13. Onsite Resources	13.10 Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered.	1, Kindly confirm what is the procedure for onboarding a substitute resource. Is the bank going to onboard named substitutes or this will be worked out on a case to case basis 2. Also Please note Clause 20 Payment Term Row no 4, the Onsite Resource payment is monthly in Arrear	1. Bidder to replace resources with the consent of the Bank 2. Paymnet shall be paid monthly in arrears
365	STC 13. Onsite Resources	13.1. The selected bidder has to provide onsite resources as per Table-C Bill of Material on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience.	To Size the number of resources it is essential we understand what is the current ticket volume and SLA compliance, kindly provide us indicative data for the same. Also while the solution is being implemented the current API ecosystem of the bank shall be in operation. Kindly confirm if the current ssystem needs to be mntained by the bidder.	The resources are on T& M Basis as required by the Bank for project execution. Bidder to provide number of resources as requested in Bill-of-material. Existing system will be maintained by our current solution provider
366	STC 16. Acceptance	16.2 The subscription/support will start from the date of Go-Live.	Support for the platform is required once platform implementation is completed and licenses will be consumed as the platform is implemented. Hence we request to have two different go lives one for the platform, one for the complete solution. This would enable the subscription to start once licenses are being consumed	The support of license shall start once 100 APIs are made live in production
367	STC Annexure-10 Technical Evaluation Parameters	Sl No. 1 Implementation experience for API Banking Solution by OEM.  Public Sector/Private Banks in India: 1 Bank - Max 15 marks 2 Banks - Max 20 Marks	Kindly include Bidder or OEMs	Bidder to comply with RFP terms
368	STC Annexure-1 Scope of Work & Functional Requirement	78. The proposed sizing needs to meet data, performance, load balancing, concurrent usage, scalability, availability requirements of the project. The bidder shall further ensure that at any point hardware parameters (like CPU, Memory, Storage, Network, etc.) should not cross the 50% utilization levels at all the proposed deployment sites of the Bank.	Sizing requirement is for min. 700 TPS and resource utilization should be at 50% max. Shall we consider 1400 TPS as base requirement to comply?	Bidder to comply with RFP terms



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
369	STC Annexure-1 Scope of Work & Functional Requirement	96. The Solution must support flexible scaling and the ability to provision additional capacity based on the load and traffic bursts.	Requesting you to please amend the clause as below  The Solution must support flexible scaling and the ability to provision additional capacity based on the load and traffic bursts. The additional hardware shall be provided by the bank. Also, any cost for the software beyond 700 TPS requirement(as mentioned in this RFP), shall be borne by the bank.	Bidder to comply with RFP terms
370	STC Annexure-2 Technical/Functional Requirement	A. General Features 1. Proposed product should have Support centre in India.	Is it mandatory that support center should be in India only.	Bidder to comply with RFP terms
371	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control 64. The proposed solution should has the ability to generate an API certificate/key/token	Is certificate generation be part of overall enterprise security like we only generate CSR and have a CA sign those. Kindly clarify	Bidder understanding is correct.
372	STC Annexure-2 Technical/Functional Requirement	O. Developer Lifecycle Management 121. The solution has the Ability to generate an API certificate or token (in addition to an API key)	Certificate generation is generally with the enterprise security, is certificate generation a mandatory requirement. Or is it only CSR generation then CSR to be sent to CA for signing and issuance of certificate or are we talking about self-signed certs here.	Bidder understanding is correct.
373	STC 6. Participation Methodology	6.4 In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate as per Annexure-8.	We request you remove this clause as the OEMs responsibility is limited to the Software supplied and support as per license terms. The actual project execution is a joint effort primarily between the bidder and the Bank. Additionally this clause refers to MAF (as Annexure 8) the wordings of the Annexure 8 does not imply what is mentioned in this clause, in addition this clause requires MAF (Annexure -8) to be provided by a dealer / distributor. This may not be possible.	Bidder to comply with RFP terms
374	STC 10. Delivery, installation, integration, commissioning and maintenance	10.2 Project Timelines Sl No. 3 - Implementation 100 APIs - Within 4 Months from the Hardware readiness by the Bank	The API management tool is implemented in 60 Days of Hardware readiness, however 100 API's are made go live with in 120 Days of Hardware readiness. We request that the first 100 APIs readiness be made 4 Months from APIM implementation. Please consider the timelines considered in this section	Bidder to comply with RFP terms
375	STC 13. Onsite Resources	13.1. The selected bidder has to provide onsite resources as per Table-C Bill of Material on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience.	Please note the APIM implementation is completed with in 60 days and after that the API development or migration is underway. Hence two different types of resources shall be required. API Developer and APIM Admin. The APIM admin shall be required after the implementation is completed not only after the go-live is completed.	Bidder to comply with RFP terms
376	STC 13. Onsite Resources	13.10 Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered.	1, Kindly confirm what is the procedure for onboarding a substitute resource. Is the bank going to onboard named substitutes or this will be worked out on a case to case basis 2. Also Pleaase note Clause 20 Payment Term Row no 4 , the Onsite Resource payment is monthly in Arrear	1. Bidder to replace resources with the consent of the Bank 2. Paymnet shall be paid monthly in arrears
377	STC 13. Onsite Resources	13.1. The selected bidder has to provide onsite resources as per Table-C Bill of Material on 365x24x7 and should have OEM Certification for the proposed solution with minimum 5 years of Implementation, Operations & Hands-on experience.	To Size the number of resources it is essential we understand what is the current ticket volume and SLA compliance, kindly provide us indicative data for the same. Also while the solution is being implemented the current API ecosystem of the bank shall be in operation. Kindly confirm if the current ssystem needs to be mntained by the bidder.	Bidder to provide number of resources as requested in Bill-of-material



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
378	STC 16. Acceptance	16.2 The subscription/support will start from the date of Go-Live.	Support for the platform is required once platform implementation is completed and licenses will be consumed as the platform is implemented. Hence we request to have two different go lives one for the platform, one for the complete solution . This would enable the subscription to start once licenses are being consumed	The support of license shall start once 100 APIs are made live in production
379	STC Annexure-10 Technical Evaluation Parameters	Sl No. 1 Implementation experience for API Banking Solution by OEM.  Public Sector/Private Banks in India: 1 Bank - Max 15 marks 2 Banks - Max 20 Marks	We request you to kindly include NBFS, other financial intermediaries such as stock or commodity exchanges , payment processors and other industrials.	Bidder to comply with RFP terms
380	STC Annexure-10 Technical Evaluation Parameters	Sl No. 3 Platform Experience in handling API Messages in Bank's Implementation.  >=700 TPS - 5 marks 500-699 TPS - 2 Marks <500 TPS - 0 Marks	Kindly include NBFCs , and other Entities	Bidder to comply with RFP terms
381	STC 4. Objective	API Banking Solution helps to develop a modular architecture for API development enabled with underlying business logic. These base APIs can be wrapped and secured further in API tools and expose to peripheral systems. This will help in better troubleshooting and can achieve consistency of the data among systems. The reuse of APIs by transforming into different messaging (ISO, XML, Json etc) can also save the cost on building new APIs for different peripheral systems.	Please clarify 1. The proposal is for API Platform and associated migration and development activities and not for creation/development of Microservices/APIs other than that. Please confirm. 2. What other tools are being used by bank for integration apart from any existing API platform, if any	1. Microservices tpo be configured by the Bidder 2. Information will be shared with selected bidder
382	STC Annexure-1 Scope of Work & Functional Requirement	12. The threshold for payload should be configurable at API level.	Kindly specify some numbers here. Depending on payload size API platform needs to change streaming configurations.	1.10 Proposed solution should have highly scalable architecture, initially supporting at least 700 transactions per second (TPS) considering an average payload of 100KB (max 15MB).
383	STC Annexure-1 Scope of Work & Functional Requirement	28. The proposed solution must include all the software, application, services, accessories, tools and other components necessary to meet the RFP requirements and for any customization of existing API or creation of any new API on the APIM Solution at any time during the contract period without any additional cost to the Bank.	This requirement specifies customization of existing & creation of new APIs which means that the development is also part of the scope. Please clarify. Also request you to let us know the number of APIs which the bank currently has and how will it grow in near future.	The migration of existing APIs to be undertaken. The APIs will be developed by Bank
384	STC Annexure-1 Scope of Work & Functional Requirement	31. No freeware or open-source software, tool etc. shall be used as a part of this solution.	There will not be direct usage of Open Source - but the product might use it which will be licensed and supported to the bank. Hope this is what the requirement is. Please clarify.	Yes
385	STC Annexure-1 Scope of Work & Functional Requirement	42. During the Implementation phase, Bidder has to undertake migration and creation of approx. 100 plus APIs which includes External APIs, Internal APIs and related internal service orchestrations which may involve multiple systems/applications in integration(s). Name and details of APIs will be shared with successful bidder during system requirement study/Implementation phase.	Kindly specify details regarding these internal Orchestrations like what tools/platforms are being used? What protocols are being used? etc. This will help in understanding any gaps and accordingly solution will be proposed	Information will be shared with selected bidder



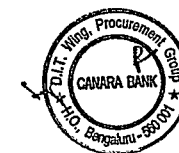
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
386	STC Annexure-1 Scope of Work & Functional Requirement	43. Migration of existing APIs/services/integrations (post retrofit, if required) onto this new technology stack. Bank is already using In-House customized APIs/SFTP based services etc. for various types of external/internal/internet/intranet communication.	Are the customized APIs HTTP based? Kindly confirm.	Yes
387	STC Annexure-1 Scope of Work & Functional Requirement	45. The proposed solution should support integration with Bank's CBS as well as other systems/applications of Bank using API, Web Services, ISO, TCP/IP adaptor, SOAP, File based(Flat/Bulk) etc.	Kindly specify the use cases where Non-HTTP protocols are used whether APIs, microservices, Internal/external orchestrations or integrations with external or internal tools/platforms within Banks SoA /ESB setups or otherwise	Information will be shared with selected bidder
388	STC Annexure-1 Scope of Work & Functional Requirement	55. Review Bank's vendor deliverables and provide recommendations.	Requirement Not clear. Does DAC has to verify what other vendors deliver?	Yes
389	STC Annexure-1 Scope of Work & Functional Requirement	57. Provide technical Support to Canara Bank and their vendor team during design and development phases of solution/interfaces related to proposed integration solution-based implementation	Requirement Not clear. Kindly specify what Technical support is required. Does DAC has to provide consulting during Bank's Internal Design and Development?	Information will be shared with selected bidder
390	STC Annexure-1 Scope of Work & Functional Requirement	74. Data security and Integrity to be ensured at rest as well as in transit. Encryption/Decryption of the data and data masking to be done during transit of the data.	Kindly specify if any Data security & Integrity concepts are being used for Encryption/Decryption/Masking of Data. What is being used in the bank?	Information will be shared with selected bidder
391	STC Annexure-1 Scope of Work & Functional Requirement	76. Bidders' will be required to provide the specification and sizing, as per Annexure-2(A) for the necessary hardware, software, tools etc., to operationalize the complete solution based on the volume and the growth indicated in the RFP document. The proposed hardware sizing must include: <ul style="list-style-type: none"> <li>● Setting up of Production Environment in High Availability Mode (Web, Application &amp; Database Server)</li> <li>● Setting up of DR site in High Availability Mode of equal capacity to Production (Web, Application &amp; Database Server)</li> <li>● The Solution should also include Sandbox, Development and UAT Setup (Web, Application &amp; Database Server) with developer portal as per the requirement of the Bank</li> <li>● The Solution provider also should provide the code-snippets in various programming languages (.net, Java, PHP, NodeJS etc) as per the requirement from various customers</li> <li>● Storage</li> <li>● Other components required for hosting the hardware including server racks, cables, etc. (DC, DRS, Development/Test Setups)</li> <li>● Details of redundancy and security setup</li> <li>● Application architecture along with a detailed diagram including the infrastructure setup.</li> <li>● Implementation procedure / road map.</li> </ul>	Kindly specify what kind of Sandbox is required. Is it the one which serves mock/static request or some logic/processing is required(SMART/Dynamic Sandbox)	Yes
392	STC Annexure-1 Scope of Work & Functional Requirement	82. The solution should support Containerization and Data Streaming	Kindly provide some details about the use case of Data streaming? What kind of data will be streamed?	File based data and messages



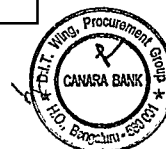
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393	STC Annexure-1 Scope of Work & Functional Requirement	86. The solution should provide developer administration capabilities such as access management, issue resolution / IDE.	IDE requirement not clear. Kindly specify Use case for IDE	The platform IDE based
394	STC Annexure-1 Scope of Work & Functional Requirement	102. The proposed platform must support Directory Server or Similar services, where the Merchants are not having any authentication mechanism for using API Banking platform. Additionally Bidder may propose its own authentication mechanism in such cases where Directory Server support is not available in the proposed solution.	Kindly specify the use case of Merchant/services so that we can arrive at proposed authentication mechanism.	Information will be shared with selected bidder
395	STC Annexure-2 Technical/Functional Requirement	F. API Proxy Management 47. The proposed solution should provide Java, SOAP and command line APIs for third party/remote management	Can you please share the requirement around this. Kindly provide details of the use case	Information will be shared with selected bidder
396	STC Annexure-2 Technical/Functional Requirement	G. API Gateway and Deployment 52. The proposed API Gateway support appliance form factor with SW and HW options and support usage as an enterprise security gateway for API/Web/Mobile requests.	Can you please share the requirement regarding "API Gateway support for appliance form factor with SW and HW options". Kindly elaborate the use case	Information will be shared with selected bidder
397	STC Annexure-2 Technical/Functional Requirement	G. API Gateway and Deployment 53. The Proposed API gateway Appliance Formfactor should be with signed and encrypted and it should not support installation of any other SW components into same	Can you please share the requirement around this. Kindly provide details of the use case	Information will be shared with selected bidder
398	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control 63. The proposed solution should be compatible to connect with HSMS	Kindly provide details of use case where HSM will be used	Information will be shared with selected bidder
399	STC Annexure-2 Technical/Functional Requirement	H. API Security and Access Control 84. The API Platform support hardware and software API Gateway for Security configurations	API GW will be installed as a software on a VM. So the requirement around hardware API GW is not clear. Kindly clarify	API Gateway to be installed on Hardware and the Hardware specifications to be proposed by the bidder to comply with RFP scope and other terms and condition
400	Eligibility Clause 1	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.	Request it to be restricted to the OEM since the IP Rights and application details will be available with the OEM, for cases, where authorized bidder of the OEM are participating for the bid. Request change to: "The OEM should either be Class-1 or Class-2 local supplier as defined in Public Procurement Revised Order dated 16/09/2020"	Bidder to comply with RFP Terms
401	16.2 Acceptance	The subscription/support will start from the date of Go-Live.	Date of Go-Live should be considered as Go-Live date of first 100 API (i.e within 4 months) and not 500 API (i.e within 9 months or later). Kindly clarify.	Yes
402	17.2 Warranty	The selected bidder has to provide comprehensive On-site warranty for 1 year.	The warranty period will be as per offered by the OEM. In case the warranty needs to be On-site for 1 year, will bank bear the cost of such extended warranty beyond the warranty term of the OEM. For example, if the OEM is offering 30 days of warranty, there will be a cost associated with extension of warranty services for remaining 11 months. Will bank be paying this?	ATS shall be paid as per Bill of Material
403	17.3 Warranty	The warranty will start from the date of Go-Live.	The warranty period will start from the delivery / sign off of first 100 APIs (i.e. within 4 months).	Yes



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
404	17.6 Warranty	If the Software/Solution does not perform in accordance with the contract during the Warranty Period, then the selected bidder shall take such steps as necessary to repair or replace the Software/Solution. Such warranty service shall be provided at the selected bidder's expense and shall include all media, parts, labor, freight and insurance to and from the Department's site.	This should be subject to clearance of payments due till the date of such repair / replacement request.	Bidder to comply with RFP terms
405	18.4 ATS	The Bank will pay AMC/ATS charges for Solution (Software and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	Request bank to consider AMC/ATS payment to be paid annually in advance or semi-annually in advance post completion of warranty period instead of quarterly in arrears.	Bidder to comply with RFP terms
406	19.1.1 Penalties and Liquidated damages	Non-compliance of the Supply/delivery of Application Software's and Enterprise Licenses Within three (03) weeks from the Hardware readiness by the Bank will result in imposing penalty of (0.50% of the total License cost mentioned from sl. no. 1 to 4 of Table - A) on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of implementation and License cost (including OS) (exclusive of Taxes) location/office address wise. However, the total Penalty/LD to be recovered shall be restricted to 5% of total cost of Table - A (exclusive of Taxes) plus GST.	Request bank to impose penalty on License cost only. Requirement gathering can happen in parallel. 0.25% of the undelivered licenses per week to a max. of 5% of the respective item cost. Since the bidder is dependent on the OEM for delivery and delay in supply of Application Software may be attributable to the OEM. Clause No. 19.1.2 is already covering delay in installation and implementation. Hence, request bank to remove implementation cost from 19.1.1	Bidder to comply with RFP terms
407	19.2.1 Penalties	Less than 95% - 0.50% plus GST on purchase order value (exclusive of GST) for every hour or part thereof.	Request bank to change it to 0.20% plus GST for every hour or part thereof.	Bidder to comply with RFP terms
408	Penalties / liquidated damages for Onsite Resource	The Bank shall also impose a penalty of 0.5% plus GST of the L1/L2/SME Resource charges (Excl. of GST) payable to the selected bidder for that month for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% plus GST of the total charges (exclusive of GST) payable for L1/L2/SME Resource charges for that month.	Request bank to restrict total penalty to 8% plus GST of the total charges payable for that month. 20% plus GST is a too high a penalty.	Bidder to comply with RFP terms
409	Payment Terms - 1. Enterprise License with unlimited user but limited to 720 TPS cost for a period of 5 years	60% - On Installation, Implementation, configuration & commissioning of base version of proposed solution on the proposed hardware and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.	Request bank to change to 90% - On Installation, Implementation, configuration & commissioning of base version of proposed solution on the proposed hardware and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.	Bidder to comply with RFP terms
410	Payment Terms - 1. Enterprise License with unlimited user but limited to 720 TPS cost for a period of 5 years	40% - After successful go live of 1 Year and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents	Request bank to change to: 10% after successful Go-Live of 100 APIs or 4 months, whichever is earlier.	Bidder to comply with RFP terms
411	Payment Terms - Implementation Cost	25% - After Successful Go-live of Total 300 APIs and Acceptance/Sign off by the Bank on production of relevant documents	Request bank to change to: 40% - After Successful Go-live of Total 300 APIs and Acceptance/Sign off by the Bank on production of relevant documents	Bidder to comply with RFP terms
412	Payment Terms - Implementation Cost	25% - After Successful Go-live of Total 500 APIs and Acceptance/Sign off by the Bank on production of relevant documents	Request bank to change to: 10% - After Successful Go-live of Total 500 APIs and Acceptance/Sign off by the Bank on production of relevant documents	Bidder to comply with RFP terms
413	Payment Terms - AMC / ATS	100% - The amount shall be payable Quarterly in arrears.	Request bank to change to Annually/Semi-annually in advance. Else, 50% payable after the end of Q1 and 50% after the end of Q3 which makes one quarter payment in arrear and next quarter payment in advance.	Bidder to comply with RFP terms



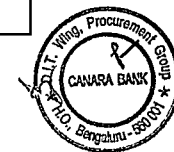
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
414	20.2	Production of relevant sign documents	Bank to provide UAT and Go-Live sign offs within 5-7 days from the date of such request. If sign offs/observations are not provided within such time, it will be deemed accepted and payments to be released against such milestone.	Bidder to comply with RFP terms
415	Technical Evaluation	Implementation experience for API Banking Solution by OEM. Public Sector/Private Banks in India: 1 Bank - Max 15 marks 2 Banks - Max 20 Marks	Request bank to change it to:Implementation experience for API Banking Solution by OEM / Bidder.	Bidder to comply with RFP terms
416	Limitation of Liability		The max. liability of the bidder will be payments received within last 6 months from the date of raising of such claims.	Bidder to comply with RFP terms
417	Dedicated Onsite Resource - L1 & L2		Will the onsite resources be governed by Holiday calendar of the bank?	Yes
418	Dedicated Onsite Resource - L2		Since ther requirement is on T&M basis, will bank pay for travel, lodging, boarding, per-diem and out of pocket expenses? No carry over of days because the bidder has to pay the resource salary on monthly basis for 365 days while bank is requesting for 300 days and carry over unconsumed man-days. Since it will be adhoc requirement, the bidder may have to keep a L2 resource in reserve and always available to support bank's requirement, request bank to make it on monthly basis rather than T&M basis.	Bidder to comply with RFP terms
419	OEM Resources / SME		Since ther requirement is on T&M basis, will bank pay for travel, lodging, boarding, per-diem and out of pocket expenses? Request bank to remove carry over of days to subsequent year.	Bidder to comply with RFP terms
420	Annexure 1	Scope of work	Should the tech stack include other components like Service Mesh, Messaging platform, Reference data store, Managed File Transafers (external to bank)?	Information will be shared with selected bidder
421	Annexure 1	Scope of work	Should the bidder include documentation of the CICD pattern?	Yes
422	Annexure 1	Scope of work	Are the bidders expected to bring the foundational frameworks out of the box on Day 0 to accelerate the delivery?	Yes
423	Annexure 1	Scope of work	Does the bank have a track and trace platform in place to monitor and debug using the logs?	No
424	Annexure 10	Employee strength of OEM handling API Banking (or Similar) Platform >1000 - 5 Marks -500-1000 - 3 marks <500 - 0 marks	Please change the clause it to "OEM / Bidder"	Bidder to comply with RFP Terms
425	Training		Since ther requirement is on T&M basis, will bank pay for travel, lodging, boarding, per-diem and out of pocket expenses whenever such sessions are planned. Please clarify	Bidder to comply with RFP Terms
426	GeM Clause Page No. 2 of 7	a) EMD Exemption The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this	Are we eligible to participate in the bid, as we are under MSME Act?	Bidder to refer GeM Terms and Conditions <a href="https://assets-bg.gem.gov.in/resources/upload/shared_doc/gtc/general-te-1675401798.pdf">https://assets-bg.gem.gov.in/resources/upload/shared_doc/gtc/general-te-1675401798.pdf</a>



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
427	GeM Clause Page No. 2 of 7	(b) EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.	Are we eligible to participate in the bid, as we are under MSME Act?	Bidder to refer GeM Terms and Conditions <a href="https://assets-bg.gem.gov.in/resources/upload/shared_doc/gtc/general-te-1675401798.pdf">https://assets-bg.gem.gov.in/resources/upload/shared_doc/gtc/general-te-1675401798.pdf</a>
428	STC Annexure-5 Pre-Qualification Criteria	Sl No. 7 - The bidder & OEM should have a minimum turnover of INR 100 Crores per annum for previous 3 financial years (i.e. 2019-20, 2020-21 & 2021-22) from their Indian operations  Bidder has to submit Balance sheet for the last 3 years (i.e. 2019-20, 2020-21 & 2021-22). and Bidder must produce a certificate from the company's chartered Accountant to this effect.  The documents certified by chartered accountants should mandatorily contain unique document identification Number.	The company has a turnover less than 100 crores. We are under MSME Act. Can we get an exemption of turnover?	Bidder to refer GeM Terms and Conditions <a href="https://assets-bg.gem.gov.in/resources/upload/shared_doc/gtc/general-te-1675401798.pdf">https://assets-bg.gem.gov.in/resources/upload/shared_doc/gtc/general-te-1675401798.pdf</a>
429	STC Annexure-5 Pre-Qualification Criteria	Sl No. 7 - The bidder & OEM should have a minimum turnover of INR 100 Crores per annum for previous 3 financial years (i.e. 2019-20, 2020-21 & 2021-22) from their Indian operations	Having worked with a few other banks like NESFB and Unity bank we have the required expertise, exposure and experience to implement the same to Canara bank. we request the bank to modify the clause to "The bidder & OEM should have a minimum turnover of INR 10 Crores per annum for previous 3 financial years (i.e. 2019-20, 2020-21 & 2021-22) from their Indian operations"	Bidder to Comply with RFP Terms
430	STC Annexure-5 Pre-Qualification Criteria	Sl No. 8 - The applicant shall have support office in Bengaluru or Mumbai for 24x7 supports.	We encourage in digitisation hence our support shall be 24/7 online/remote we hence request bank to modify "The applicant shall have support office in Bengaluru or Mumbai for 24x7 supports. Including remote support"	Bidder to Comply with RFP Terms
431	STC Annexure-10 Technical Evaluation Parameters	Sl No. 10 - Implementation experience for API Banking Solution by OEM. Public Sector/Private Banks in India	we request the bank to modify this to "Implementation experience for API Banking Solution by OEM. Public Sector or Private Banks in India or Small finance banks or corporative bank"	Bidder to Comply with RFP Terms
432	STC Annexure-1 Scope of Work & Functional Requirement	16. Bidder must appoint a Team Lead for the Bank, immediately after receiving the work order/ letter of intent. The Team Lead should have direct experience of successful end-to-end implementation and management of API Banking Solution for at least one comparable project to the Bank's requirement. The Team Lead should be available onsite during the entire duration of implementation. Post implementation, the team lead shall be available onsite as per the requirement of the Bank. This resource will act as SPOC for the entire duration of the contract. The bidder should provide the same without any additional cost to the Bank.	we request the bank to modify "Bidder must appoint a offline- Team Lead for the Bank, immediately after receiving the work order/ letter of intent. The Team Lead should have direct experience of successful end-to-end implementation and management of API Banking Solution for at least one comparable project to the Bank's requirement. The Team Lead should be available onsite during the entire duration of implementation. Post implementation, the team lead shall be available onsite as per the requirement of the Bank. This resource will act as SPOC for the entire duration of the contract. The bidder should provide the same without any additional cost to the Bank.	Bidder to Comply with RFP Terms
433	STC Annexure-1 Scope of Work & Functional Requirement	18. Post implementation, Bidder has to provide onsite support for any customization and/or new implementations in any API or the API Banking solution as per discretion of the Bank as and when required by the Bank.	"Post implementation, Bidder has to provide onsite/ remote support for any customization and/or new implementations in any API or the API Banking solution as per discretion of the Bank as and when required by the Bank."	Bidder to Comply with RFP Terms



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
434	STC Annexure-1 Scope of Work & Functional Requirement	10. Proposed solution should have highly scalable architecture, initially supporting at least 700 transactions per second (TPS) considering an average payload of 100KB (max 15MB).	Should we consider 100KB payload size? Will it be 100kb request and 100KB response? We typically see maximum workloads with 5 to 10KB in typical banking usecases.	Bidder to comply with RFP terms
435	STC Annexure-1 Scope of Work & Functional Requirement	Multiple points 47-64	Kindly clarify, all these points will be delivered by OEM professional services. How many SME services days bank is looking during Implementation and O&M phase.	Please refer Bill-of-material for Resources count
436	STC Annexure-1 Scope of Work & Functional Requirement	100. OEM/Bidder must provide light weight portal that may be used by Canara Bank customers to manage and make and receive bulk payments/collections to/from their customers (in cases where Bank's customer does not have ERP/Similar system). This portal must support API Banking integration of Canara Bank.	Should we consider SW components like Application Server/Database as part of this requirement or Bank will provide requisite Softwares for hosting the portal?	Bank will only provide hardware as proposed by the bidder. If database is Oracle , Bank's existing License can be provided. Other related system software to be provided from reputed OEM . The license must be in the name of the Bank
437	STC Annexure-1 Scope of Work & Functional Requirement	28. The proposed solution must include all the software, application, services, accessories, tools and other components necessary to meet the RFP requirements and for any customization of existing API or creation of any new API on the APIM Solution at any time during the contract period without any additional cost to the Bank.	Is number of APIs consider 500 for implementaiton and 100 APIs to be migrated, total 600?	Yes
438	STC Annexure-1 Scope of Work & Functional Requirement	59. Project Tracking and Reporting: OEM to Review project tasks, schedules, and resources and make changes or additions, as appropriate in discussion with Canara Bank.	Is Bank expecting OEM to own the project implementation? Is Bank onboard OEM resource since RFP doesn't talk about expect OEM resource onboarding during implementation period on the head count. This is w.r.to Annexure 11 Table D	Since Bank is paying one time implementation cost , Bidder to deploy resources as required to implement the solution at no extra cost to the Bank .
439	STC Annexure 11 Bill of Material	Table - D Note: The quantity mentioned in Table-C and Table-D is indicative only. Bank at its discretion can avail resources based on the requirement. Bank can at its discretion decide the number of resources based on the need and requirement. These above mentioned resources as per Table-C and Table- D will not be part of initial implementation. Post 500 APIs implementation and during the production, services of these resources may be used.	If OEM is not involved during Implementation period then how OEM can review the solution, implementation which is expectation from RFP.	It is expected that during implementation OEM also must be consulted by the bidder



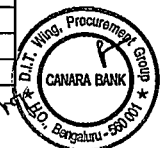
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
440	STC Annexure-8	Manufacturer Authorization Form	<p>For Software Licenses , We request you for following change in the format of Manufacturer Authorization Form                      [Note: This Format Letter should be on the letterhead of the OEM/OSO/OSD concern and should be signed by an Authorized Signatory of the OEM/OSO/OSD]                      No. _____ dated _____                      The Deputy General Manager, Canara Bank,                      Procurement Group, DIT-Wing, Naveen Complex, 14 M G Road,                      Bengaluru-560 001 Karnataka                      Dear Sir,                      SUB: RFP for Supply, Installation, Implementation and Maintenance of API Banking Solution in Canara Bank for 5 years.                      Ref: GEM/2023/B/3066561 dated 02/02/2023                      We OEM whose affiliates are developers of _____ ("OEM Products") do hereby confirm M/s _____ is and OEM authorised business partner (Name and address of the Agent/Dealer) and intends to offer their quotation, negotiate and conclude the contract with you against the above invitation for RFP offer.                      We hereby extend our full warranty as per applicable end user licensing terms and conditions for OEM Products offered against this invitation for RFP offer by the above firm..                      . We also confirm that all the OEM Products offered are not "End of Life" during the next One Year and "End of Support" for the next &lt;Insert Number of Years&gt; from the date of this letter. .                      We hereby commit we will not withdraw our commitments as specified above during the RFP process and or during the period of X years from the date of this letter .</p>	Bidder to comply with RFP terms
441	STC 6. Participation methodology	6.4 In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate as per Annexure-8.	We request you to change it to "We confirm that in the event BP is not being able to fulfil its obligation in respect of standard OEM Warranty terms and conditions for the OEM Products, OEM would assist to make alternate arrangements for the same, subject to a valid support agreement subsisting between OEM and BP."	Bidder to comply with RFP terms
442	STC 20. Payment terms	20.10 The selected bidder has to submit a certificate/Letter from OEM that the proposed services any other related software offered by the selected bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	We request you to kindly allow " The selected bidder has to submit a email from OEM that the proposed services any other related software offered by the selected bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	Bidder to comply with RFP terms
443	STC Annexure-1 Scope of Work & Functional Requirement	14. Bidders to ensure resolution time of 4 hours for any issue in solution.	We would request you to consider Bidders to ensure response time of 4 hours for any issue in solution, individual APIs etc. with back to back arrangements with respective OEM/Bidder.	Bidder to comply with RFP terms
444	STC Annexure-10 Technical Evaluation Parameters	Sl No. 1 - Implementation experience for API Banking Solution by OEM. Bidder has to furnish documentary evidence purchase orders/Service level agreement in the last three (03) years to verify the same.	We would request you to consider masked copy . Which again will be provided by OEM to Bank directly because of NDA.	Bidder to comply with RFP terms



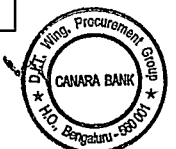
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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
445	STC Annexure-1 Scope of Work & Functional Requirement	68. Bidder has to provide dashboards and reports as required by the Bank from time to time, including but not limited to, availability, usage, performance, monitoring and maintenance etc. of, Solution with drill down facility to reach root cause of the failed event/service.	We assume either Dashboard Or Reports would be acceptable format to the Bank. We request you to change it to "Bidder has to provide dashboards / reports as required by the Bank from time to time, including but not limited to, availability, usage, performance, monitoring and maintenance etc. of, Solution with drill down facility to reach root cause of the failed event/service. Also , pls specify the number of dashboards / reports to be considered for scope of work ?	Bidder to comply with RFP terms
446	STC Annexure-1 Scope of Work & Functional Requirement	10. Proposed solution should have highly scalable architecture, initially 10. supporting at least 700 transactions per second (TPS) considering an average payload of 100KB (max 15MB).	Pls confirm how many TPS we have to consider for ESB and API respectively ? As the BOM and sizing would depend on that.	Bank will be paying one time implementation cost for 500 APIs
447	STC 10. Delivery, installation, integration, commissioning and maintenance	10.2. Project Timelines Sl No. 3 - Migration, integration, testing and go live of all APIs (approx. 500 APIs) on API Banking Solution.	Please advise if 500 API development is fixed scope of Work to be considered ? As we also see requirement of L2 resource from Bidder on T&M basis in "Table C - Charges for L2 Onsite resources".	Bank will be paying one time implementation cost for 500 APIs.
448	Generic	Generic	How channels connect with CBS or other host systems currently? directly with a point to point connection? or has any ESB ?[Enterprise service bus for integration between channels and CBS or other systems]?	Information will be shared with selected bidder
449	Generic	Generic	What technology/tool/protocal/formats are used to connect to the CBS or the other host systems	Information will be shared with selected bidder
450	Generic	Generic	what are the no of internal channels to integrate via APIC to CBS or other systems?	Information will be shared with selected bidder
451	Generic	Generic	what are the no of external channels to integrate via APIC to CBS or other systems?	Information will be shared with selected bidder
452	Generic	Generic	What are the no. of internal/external host systems ?	Information will be shared with selected bidder
453	Generic	Generic	Does Bank has any code respository like git/svn etc.?	Information will be shared with selected bidder
454	Generic	Generic	With the proposed solution we may not need Database , However Does bank has a requirement of audit logging in DB/any useful data to be stored to use real time by application?	Information will be shared with selected bidder
455	Generic	Generic	If bank has a requirement of audit logging in DB or any useful data to be stored in DB to use in real time by application , Does bank has any Database to be maintained for each environment? which database and version ?	Information will be shared with selected bidder
456	Generic	Generic	Do you have any existing logging server for the application logging and audit logging [ex: ELK]	Information will be shared with selected bidder
457	Generic	Generic	Are the existing applications[channel/host] have the capabilities of connecting to MQ ?	Information will be shared with selected bidder
458	Generic	Generic	Are the existing applications[channel] have the capabilities of consuming new REST or SOAP apis?	Information will be shared with selected bidder
459	Generic	Generic	Are the existing applications[channel] have the capabilities of upgrading the existing services to API's provided by new solution?	Information will be shared with selected bidder
460	Generic	Generic	Are the existing applications[channels] have the capabilities of upgrading the existing services to API's provided by new solution, Ex: Oauth/SSL/LDAP/etc.?	Information will be shared with selected bidder
461	Generic	Generic	Considering total of 5 environments to be installed ad configured[Dev, UAT, Staging/preprod, DC and DR], any other environments required ?	No
462	Generic	Generic	Does Bank has any load balancer ?	Yes
463	Generic	Generic	Does Bank has DNS server.?	Yes
464	Generic	Generic	Does Bank has any SMTP seever?	Yes



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
465	Generic	Generic	Does Bank has SFTP/FTP server?	Yes
466	Generic	Generic	Does Bank has any SMS Gateway?	Yes
467	Generic	Generic	Does Bank has any Devops implementation currently ?	No
468	Generic	Generic	Does Bank has any Directory server?	No. Bidder to propose the same
469	Generic	Generic	Does Bank has certified authority for signing the certificates?	Information will be shared with selected bidder
470	Generic	Generic	Does Bank has any centralized monitoring or alerting systems?	Information will be shared with selected bidder
471	Generic	Generic	What is the prod to DR plan in the Bank currently?	Information will be shared with selected bidder
472	Generic	Generic	What is the RTP and RPO in the for the DR	Information will be shared with selected bidder
473	Generic	Generic	Assumptions as per RFP	Bidder to comply with RFP terms
474	Generic	Generic	Assuming solution will be deployed on premises.	yes
475	Generic	Generic	Assuming solution will be deployed in the form of containers or support containerazation	Yes
476	Generic	Generic	Assuming bank has required infra across the environments[Dev, UAT, Staging/Preprod, DC and DR]	Bidder to propose Infrastructure as part of RFP. Bank shall arrange required Infrastructure
477	Generic	Generic	Assuming bank will have the required licenses for the proposed API banking solution.	Bidder to propose the same. Please refer Bill-of-material
478	Generic	Generic	Assuming 500 Apis to be implemented in APIM with existing apis migration/ new migration/ Simple /Medium/ Complex	Yes
479	Generic	Generic	Assuming 500 Apis to be implemented in ESB with existing apis migration/ new migration/ Simple /Medium/ Complex	Information will be shared with selected bidder
480	Generic	Generic	700 transactions per second (TPS), Average payload of 100KB (max 15MB).	Bidder to comply with RFP terms
481	Generic	Generic	Assuming bank will have the required licenses for the proposed directory server	Bidder to propose as part of RFP
482	Generic	Generic	Assuming bank will have the required licenses for the proposed devops tool for the API deployment	Bidder to propose as part of RFP
483	Generic	Generic	Assuming DC and DR are deployed as HA other environments[Dev, UAT, Staging/Preprod] as non HA.	Bidder to propose as part of RFP
484	Generic	Generic	Assuming Bank has the support tool for raising the tickets for the UAT/Prod support	Bidder to propose as part of RFP
485	STC Annexure-1 Scope of Work & Functional Requirement	9. The Application should be sized for Active- Passive cluster at DC & DR so that the solution and infrastructure can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work.	RPO is stated as 5 Mins, On suggested Active-Passive for data /queues would eventually turn them to Active-Active. 5mins how critical is this for business as this eventually turns to cost and capacity to meet it	Bidder to comply with RFP Terms
486	STC Annexure-1 Scope of Work & Functional Requirement	13. Apart from setting up DC and DR site, bidder shall also be responsible for creating separate Development, UAT and Sandbox/Pre-Production environment setup for multiple users simulating near production functionalities as per the requirement of the Bank.	How many near production capacity environments planned Does Sandbox/Pre-prod size should be production capacity	It should be within 20 TPS
487	STC Annexure-1 Scope of Work & Functional Requirement	14. Bidders to ensure resolution time of 4 hours for any issue in solution, individual APIs etc. with back to back arrangements with respective OEM/Bidder.	Any criticality or priority based resolution time	Information will be shared with selected bidder



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Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidders Query	Bank's Reply
488	STC Annexure-1 Scope of Work & Functional Requirement	15. Bidder also needs to deploy onsite support during the period of delivery, implementation and handover to Bank after necessary training and knowledge transfer by OEM. Bidder has to deploy adequate number of onsite resources as part of the Project implementation to ensure completion of all milestones of the Project within the stipulated timelines defined by the Bank	For training any target users number planned it will help in planning the number of sessions, Usually Train the trainer approach is followed	The same is mentioned in RFP document
489	STC Annexure-1 Scope of Work & Functional Requirement	17. As a part of the project implementation, two resource from the OEM, having adequate experience in API Banking implementation has to oversee the project during the entire implementation period to supervise the installation and implementation process. The resource should report onsite at Bank's DC at least once a week and whenever asked for as per requirement of the Bank.	What is the Bank DC onsite worklocation planned	Information will be shared with selected bidder
490	STC Annexure-1 Scope of Work & Functional Requirement	1. The offered solution should be implemented on-premise and should be compatible with Private Cloud, Public Cloud, Hybrid Cloud Infrastructure as available in the market. In addition, the solution should support, physical server and virtualized environment based deployments.	Is the intended solution for custom API development?	API Development will be undertaken by the Bank
491	STC Annexure-1 Scope of Work & Functional Requirement	2. The solution architecture should support 2-way setup (DC, DR sites).	Are the terms DC and DR referred for Data Center and Disaster Recovery ?	Yes
492	STC Annexure-1 Scope of Work & Functional Requirement	3. The solution should support integration with all categories of API- Public API, Private API, Partner API, open API, etc.	Are these Rest APIs or SOAP APIs?	Both
493	STC Annexure-1 Scope of Work & Functional Requirement	4. The solution should adhere to all API standards whether regional or local.	Are there any specific standards need to follow here or general OWASP standard.	Information will be shared with selected bidder
494	STC Annexure-1 Scope of Work & Functional Requirement	10. Proposed solution should have highly scalable architecture, initially supporting at least 700 transactions per second (TPS) considering an average payload of 100KB (max 15MB).	Whats the growth rate planned for the five years or is RFP response to consider this as constant for five years	20 % for API growth and 5 % for txn
495	STC Annexure-1 Scope of Work & Functional Requirement	75. The bidder must design the solution with high availability & secure Infrastructure in Data Centre and Disaster Recovery and any other site, as per Bank's requirement, making the proposed solution adequate to fulfil Bank's requirements and make sure that they are as per Industry accepted security standards and best practices.	High Availability target value	Information will be shared with selected bidder
496	Generic	100 APIs planned for migration	Are Swaggers available for these OR these are SoA based and need to be rewritten to REST APIs	Swaggers are available
497	Generic	Generic	What is the Bank onsite worklocation planned	Onsite Location only

Date: 24/02/2023  
Place: Bangalore

  
Deputy General Manager  
