Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	BID SCHEDULE & ABBREVIATIONS	BID SCHEDULE	Clause No: 10 Last Date and Time for Submission of Bids	Request the bank to extend the bid submission date by 2 weeks so that the bidders can prepare a quality proposal for submission to meet the bank's expectations	Kindly refer the Amendment -3.
2				Details 25/09/2020, Friday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex.	Considering the current pandemic, request the bank to consider bid submission by email and subsequently sending the hard copy of the proposals and other documents by courier/post	Kindly refer the Amendment -2.
3	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages: 6.2. Penalties/Liquidated damages for not maintaining uptime	6.2.1. Penalties for not maintaining Uptime will be calculated as mentioned below: Level of availability calculated on monthly basis Penalty 99.00% to 100% No penalty 98.00% to 98.99% 0.5% (plus GST) on invoice value* (excluding taxes) 97.00% to than 97.99% 1.00% (plus GST) on invoice value* (excluding taxes) 96.00 % to 96.99% 1.5% (plus GST) on invoice value* (excluding taxes) 95.00% to 95.99% 2.0 % (plus GST) on invoice value* (excluding taxes) Less than 95% 2.5 % (plus GST) on invoice value* (excluding taxes)	Request the bank to arrive on the same by mutually discussing this during the contracting.	Bidder has to comply with RFP Terms.
4	21	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	11. Warranty	11.1. The selected bidder shall provide warranty for a period of Three Year from the date of Go live. Such Warranties shall be applicable to post Go live support for application and infrastructure.	We understand that the bank will provide the necessary hardware and the infrastructure for hosting the application and hence warranty for infrastucture is not applicable. Please confirm our understanding. Also request the bank to revisit the warranty period of 3 years as the industry standard is much lesser than this.	Bidder liability will be limited to FSCM Application. However, Bidder has to comply with RFP Terms.
5	49	Annexure-7(A)	Scoring Matrix for the Financial Supply Chain Mechanism Solution	Requirement Scoring Matrix for the Financial Supply Chain Mechanism Solution:- 46.Should support PDC linked financing and show alerts on PDC date for banking the same	Will the PDC be used for settlement/repayment from cheque or cash GL account to the loan/overdraft account. Please clarify	PDC Form a part of security for the Facilities Sanctioned. If Facility Sanctioned against the security comfort of PDC - then provision to link the facility with the PDC along with its due Dates , Amount, etc. Alert on due date of PDC while utilising the facility.
6	50	Annexure-7(A)	Scoring Matrix for the Financial Supply Chain Mechanism Solution	Requirement Scoring Matrix for the Financial Supply Chain Mechanism Solution:- 49. Should support transmission of scanned images and Electronic data interchange.	Please elaborate on this and on the formats of Electronic Data Interchange and purpose for which they will be used	Bank is in the process of implementing DMS Solution. Bidder has to implement the Solution with the same in case of requirement from the Bank during the Contract Period.
7	50	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Scoring Matrix for the Financial Supply Chain Mechanism Solution	Requirement Scoring Matrix for the Financial Supply Chain Mechanism Solution:- 48. Printing of invoice / PO / hundi / bill with facsimile signatures at vendor /dealer or corporate level.	Is this feature required for repository/information purpose. Please clarify	Hundi is a form of Bill of Exchange for which payment is made on Usance Basis.

8	58	Annexure 7(A)	REPORTS MODULE	Requirement 17. Exception reports	Please let us know the parameters of exception based on which the reports are needed	Bills Overdue, SMA Status, Crystallized Bill Liability, NPA Statement , Bills approaching Due Date etc., Exception Report is an issue report that normally Documents an issue that is out of tolerance.
9	58	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	ADDITIONAL FEATURES	Requirement: 2. Support bilingual capability for screen display and reports.	Please let us know the languages other than English	RFP clause stands deleted.
10	64	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	PROCESS FLOW	Requirement: 13.Provision to map customer id of CBS system with customer id of the solution should be available. Further mass mapping should also be possible	Please explain the parameters of the mass mapping process	Mass mapping includes uploading excel file with details for creation of corporate in FSCM.
11	18,19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms	7.4 Bank will not pay any amount in advance.	Request the bank to consider the below payment terms for the license 30% within a month of issuance of PO 30% of the license value after 3 months from PO 40% of the PO value after 6 months from the issuance of PO OR 3 months from above milestone	Bidder has to comply with RFP Terms.
12	18-19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms	7.1 Payment schedule will be as under:	Request the bank to consider the below payment terms for the implementation 10% within a month of issuance of PO 25% on PWT sign off 25% on release to UAT 30% on UAT sign off/ Go-live 10% on 3 months after Go-live	Bidder has to comply with RFP Terms.
13	40	Annexure-7	Technical & Functional Requirement Development, Implementation and Maintenance of Financial Supply Chain Software Solution	2. Solution should have inbuilt features to support uploading of documents in PDF or any other formats	Please specify the documents that are to be uploaded in the SCF systems and their purpose. Also request the bank to share the document formats to be uploaded	The documents would be the digital copies of invoices in PDF format. Issuance of Purchase orders by Corporate in PDF format.
14	44	Annexure-7(A)	Scoring Matrix for the Financial Supply Chain Mechanism Solution	4 Provision "Electronic Invoice Presentment and Payment" without financing option. In case of only EIPP, no discounting possible. Still payment information can be routed through the portal	Please elaborate the need to route through SCF if it is not financed. An example of this scenario will help.	EIPP is similar to logdging of Collection Bills where e-invoices are raised by Corporates and sent to dealers/vendors electronically to expedite the payment process.
15	41	Annexure-7	Technical & Functional Requirement Development, Implementation and Maintenance of Financial Supply Chain Software Solution	7. Interface: The Bidder should explain in brief how the proposed solution addresses the following requirements: a. Interface with our Core Banking System running on Flex-cube. b. Interface with Payment Systems (RTGS/NEFT) c. Interface with Corporate ERP systems of customers. d. Any other Interface required.	Please elaborate the business reason to interface corporate ERP systems(excluding receiving invoices). Also request the bank to share the details of the existing ERP application	ERP systems depends on the Corporate IT infrastructure. Bank will be providing the APIs to the corporate for integration with their ERP systems. Scope of the selected bidder will be to develop these APIs as per the Bank's requirement.

16	46	Annexure-7(A)	Scoring Matrix for the Financial Supply Chain Mechanism Solution	19 Provision to enable functionality for sellers to create invoices automatically from the purchase order advice.	Does the bank propose any standard template. If so, request the bank to share the template with the envisaged common fields between PO and invoice	Bank does not propose a standard template.
17	50	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Parameter:	2. Parameter to specify interest to be charged to seller/buyer/both	Please share and elaborate on the scenario in which both the seller and buyer will charged the interest	Interest will be charged for Vendor financing for Bill discounting and for Dealer finance Interest will be charged for line of credit.
18	51	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Parameter:	8. Minimum period for which Interest refund is not permissible should be available.	Request the bank to share the scenarios in which Interest refund is expected (excluding back value settlement)	Details will be shared with selected Bidder based on Bank's policy
19	51	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Margin Parameter:	2. Provision to maintain Margin in relation to Invoice Amount and Tenor	Please elaborate the use of margin with respect to tenor with an example	Details will be shared with selected Bidder based on Bank's policy
20	52	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Charges:	8 Parameter to collect Commission in case of EIPP (Without discounting)	Please let us know the need of EIPP without discounting in SCF application	EIPP is similar to logdging of Collection Bills where e-invoices are raised by Corporates and sent to dealers/vendors electronically to expedite the payment process. In this case, only charges/comission will be collected by the Bank.
21	52	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Followup:	6 Robust escalation mechanism should be put in place based on Amount of Invoice outstanding, No of followups made and the days overdue.	Are the followups in the form of alerts or reports on events like 7 days before due date? Please clarify	Bank proposes to use any of the follow ups based on sending alerts and reports. Alerts for sending SMS & EMAIL provision and reports details already shared in the RFP.
22	52	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Followup:	7 Corporate Customer level templates for followup with their constituents to be provided.	Please share some information about the constituents of the constituents. Is it the dealers and the vendors	The constituents include dealers and vendors
23	53	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Other Parameters:	8 Restriction parameter for no of times a part finance can be available	Can the restriction parameter be in the form of penalty in case of multiple part payment. Please clarify	Yes, restriction parameter can be in the form of penalty

24	54	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	File Upload/Download	12 Provision to send customized reverse file to corporate post discounting process	Please elaborate the requirement of reverse file along with details required in the reverse file	Detailed requirement would be shared with selected bidder. The data should be sent via APIs which is consumed by the Corproate. Selected bidder scope will be limited only to developing these APIs.
25	56	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Reports Module	2 Following Search Option and not limited to the below a) Invoice number wise b) Supplier / Dealer Code Wise c) Tenor wise d) Bills/Invoices due for the day e) Amount wise	Please let us know the expectation is searching e) amount wise	Search based on amount wise is based on the amount range i.e. Bills Discounted upto 1 Crore, 10 Crores, 100 Crores etc. To search customer details based on the business generated upto 50 Crores, 100 Crores, 500 Crores etc
26	58	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Reports Module	17 Exception reports	Please let us know the parameters of exception based on which the reports are needed	Bills Overdue, SMA Status, Crystallized Bill Liability, NPA Statement , Bills approaching Due Date etc., Exception Report is an issue report that normally Documents an issue that is out of tolerance.
27	58	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Additional Features	4 Announcement and messages should be parameterisable	Please share more details on the parameters on the basis of which Anouncement and messages will be configured	Announcement and messages is an option to display text to the Corporates/Dealers/Vendors on login page, after logg in or scrolling on top of the webpage. Option should be given to Bank to enter the text data and date and time range for which it is to be displayed.
28	58	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Additional Features	5 To allow for a quick save without all the controls to be performed. When deciding to submit the form to the next level of signature or directly to the bank (depending on the level of authorisation in the user's profile), the mandatory fields are checked.	Please let us now if the controls shall be relevant to the customers or the bank ops users	The controls shall be relevant to the Bank Ops users only.
29	61	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Security	10. Provide many level of authorization, such as authorization by amount, product type etc	What are the specific operations where the authorisation should work? Are the operations invoice upploading,disbursement of loans and settlement/repayment of loans included	Operations involve invoice uploading, Bill discounting, master data maintenance, adding of Corporate customer. All operations should have Maker-Checker facility for the Bank and Corporate. Bank should have option to relax Maker-Checker facility for operations performed by Corporate.
30	63	Annexure-7 (A) Scoring Matrix for the Financial Supply Chain Mechanism Solution	Process Flow	11 In case an Invoice is ineligible for finance, option to override to be provided with the next level authoriser authorising the transaction.	Please let us know if there are some parameters in which an ineligible invoice can be overridden	Eligibility of invoice will be checked by Corporate Authorizer / Bank ops team, in such case when Bank decides to still proceed with financing of the invoice, option should be available.
31	NA	Appendix F	NA	EMD Format	Please let us know the duration for which the EMD is required and the claim period. Also there is a reference to a clause in the EMD format, request the bank to indicate to the clause in the RFP	Kindly Refer Section D of this RFP Document.

32	79	Appendix-B	Instructions to be noted while preparing/submitting Part B-Technical Proposal	4 Undertaking of Authenticity for Supply, Installation, Implementation and Maintenance of Financial Supply Chain Software Solution for Canara Bank as per Annexure-9.	From the format it is understood that this is more from a hardware perspective. As in this case the hardware will be provided by the bank and only the sizing has to be shared by the bidder, please let us know whether this annexure is applicable	Bidder has to comply with RFP Terms.
33	33	Meity Form -1	Section-H	Purchase Preference	Please let us know whether this is applicable to this RFP	Applicable, Bidder has to comply with RFP terms.
34	33	Dot-Form	Section-H	Purchase Preference	Please let us know whether this is applicable to this RFP	Applicable, Bidder has to comply with RFP terms.
35	33	Form PP A	Section-H	Purchase Preference	Please let us know whether this is applicable to this RFP	Applicable, Bidder has to comply with RFP terms.
36	33	Form PP B	Section-H	Purchase Preference	Please let us know whether this is applicable to this RFP	Applicable, Bidder has to comply with RFP terms.
37	33	Form PP C	Section-H	Purchase Preference	Please let us know whether this is applicable to this RFP	Applicable, Bidder has to comply with RFP terms.
38	33	Form PP D	Section-H	Purchase Preference	Please let us know whether this is applicable to this RFP	Applicable, Bidder has to comply with RFP terms.
39	17 & 18	Payment Terms	Onsite Support	Payment shall be made quarterly in arrears	Request the bank to change this to monthly payments. Invoices to be submitted at the end of every month	Bidder has to comply with RFP Terms.
40	78	General	Appendix A,B & C	Instruction to be noted while preparing/submitting Bids	Request the bank to clearly list out the Annexure and Appendices that need to be submitted by the bidder for Part A, Part B and Part B	Kindly refer the Appendix A, Appendix B & Appendix C.
41	3	Section A	Bid Schedule & Abbrevations	Pre-bid Meeting Date & Time: i. Pre-bid meeting will be held on 15/09/2020, Tuesday at 3.30 PM. Venue: Pre Bid meeting will be held Online (through Microsoft Teams)and participants are requested to attend the meeting Online.	Also request the bank to consider more than one representation from a bidder for the pre-bid meeting, where a letter along with the copy of the identity card will be provided for one and only the copy of the ID card for the other person	Kindly Refer Section A of RFP Document.

Place   Bengaluru
Date   01-10-2020

Deputy General Manager