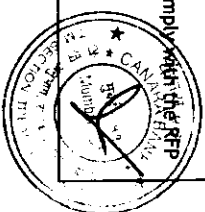


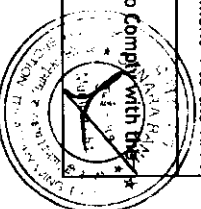
Pre-bid Queries Replies for RFP 01/2020-21 dated 16/06/2020 for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items

Canara Bank

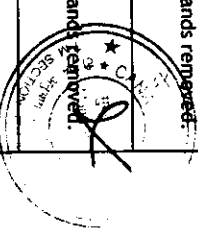
Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
1	46	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	1. The IP Telephony system should be a native SIP real-time IP soft switch system designed to provide enterprises with a robust service creation and delivery infrastructure. The core protocol of system should be IETF Session Initiation Protocol (SIP) 4. The system should support IPv6; Bank will implement same as and when required.	We understand that the requirement mentioned in the RFP doc at Canara bank is for Media Server & Gateway based architecture of IP Telephony system. Also the core protocol of the system is required as per IETF Session Initiation Protocol (SIP). Also asked the system should support IPv6. As per Government of India, Ministry of Telecommunication, Department of Telecommunication (DoT) the telephony system should be tested as per guidelines set for testing. To carryout all testing Telecommunication Engineering centre (TEC) is only Government agency working under DoT to test and issue the certificates of testing to respective OEMs of the IP Telephony system. The Test certificates in this regards is valid and mandatory to refer by all Govt. (Central Govt./ State Govt./ PSU's etc). Since there is no other testing agency/Labs appointed by Govt. of India to certify the product manufactured by different OEMs. In this regards, for Server and Media Gateway based architecture of IP telephony system a Latest type test TEC General Requirement (GR) certificate is mandatory to evaluate the testing performance with SIP trunks and SIP / IP terminals with both IPv4 & IPv6. Also as per preferential market access (PMA) policy of Govt. of India order 2017 the Latest type test TEC GR certificate for telephony system is required. Please refer a TEC GR Technical Manual for your reference. Hence, We request tender submitter to have provision in the tender to ask from all	Bidder has to Comply with the RFP Clause
2	46	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	6. The redundancy in the system should be deployed in the following ways: • Geographically co-located cluster nodes. There shall not be single point of failure. In case of failure of primary server, secondary server shall takeover without any impact on services and switchover shall be transparent to users. All Active calls (Incoming PRI/ Hotline, outgoing PRI/ Hotline, Intercom calls) shall not be disconnected.	We request to add a Active-active redundancy mode for all geographically located communication servers connected in a one cluster. It will help to to define servers in load balancing mode. All servers should work together in load balancing mode with defined user capacity. If any Server Fails in the Cluster adjacent server should automatically take the load of the failed sever automatically along with load of gateway and end points without breaking ongoing calls. Redundant Server/Hot stand-by mode of working should not be acceptable.	Bidder has to Comply with the RFP Clause
3	46	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	7. The System Management should be browser-based application that gives the administrator network status and administrative access to many of the components of the of the solution/Bidder has to provide TIS CA Certificate as a part of solution in the bank's name)	In addition to mentioned details at Clause No. 7, as far as the latest security requirement for bank operation is concern the web based application for system management should be GUI Based application and must be along with a https (hyper test Transfer terminal secure). - It is a protocol where encrypted HTTP data is transferred over a secure connection. https encryption is done bi-directionally, which means that the data is encrypted at both the client and server sides.	Please refer the Amended Technical & Functional Requirement from Amendment-4 to the RFP.
4	46	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	8.d. The system should be able to do direct internetwork on SIP with certified ITSP and for others it should be able to internetwork through session border controller.	Please confirm the use for SBC (Session border controller). Please confirm the no of users capacity for SBC/ No of concurrent users for SBC to consider with the IP Telephony system. Also confirm whether UC clients on mobile phones (IOS/ Android)/ Laptop/ Desktop to be considered. If yes, please share qty.	Bidder has to Comply with the RFP Clause
5	47	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	12. Gateways : Proposed solution shall support various types of gateways to connect PRI, CO, Hotline, and SIP Trunks. Vendor shall propose gateways to connect 6 PRI & 48 Hot lines. PRI trunks are common for both Dealers and office users.	We suggest to have all type of Gateways (to connect Analog/ PRI/ CO & SIP trunks) to support dual DC power supply option with built-in surge protectors guard against lightning strikes and electrostatic discharge and help ensure each line circuitry for better reliable operation & stable working performance. Also the power consumption with dual DC power supply is also less than 125 W. As compared to AC powered gateways, DC power gateways with dual power supply option will be better always.	Bidder has to Comply with the RFP Clause



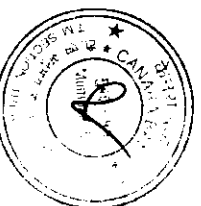
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6	2	<u>1. BID SCHEDULE</u>	3. Brief Description of the RFP	Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items.	Can the Bidder quote for only two items instead of all three	Bidder has to Comply with the RFP Clause
7	2	<u>1. BID SCHEDULE</u>	7. Earnest Money Deposit (Refundable)	Rs.10,00,000/-	Can we provide NSIC certificate	Please refer RFP Section H - PURCHASE PREFERENCE published on our banks website. https://www.canarabank.com/User_page.aspx?otmlink=355 Bidder has to Comply with the RFP Clause
8	15	<u>C. Deliverables & Service Level Agreements (SLAs)</u>	1. Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution and Other Items	1.1. Bank shall provide the address and contact details for delivery of required Hardware/ software and other items for implementation of Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 6 weeks from the date of acceptance of the Purchase Order.	request to make it 8 weeks	Kindly refer the Amendment-4 to the RFP.
9	40-45	Annexure-7	A. TECHNICAL REQUIREMENTS 1) TURRET SOLUTION	Turret Solution Functionality/ Feature/ Specification	Can we use a different phone / solution which can provide the same feature & functionality	Bidder has to Comply with the RFP Clause
10	46	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	2. The system should be scalable up to 1000 users.	Does this include the future expansion/ growth as well?	Yes, Bidder has to Comply with the RFP Clause
11	47	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	10. Routing Features : f. Media server digit map management	Need more information on what the feature or actual requirement is ?	Please refer the Amended Technical & Functional Requirement from Amendment-4 to the RFP.
12	47	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	12. Gateways : Proposed solution shall support various types of gateways to connect PRI, CO, Hotline, and SIP Trunks. Vendor shall propose gateways to connect 6 PRI & 48 Hot lines. PRI trunks are common for both Dealers and office users.	Can PRI and Hotlines be deployed on different gateways ?	Yes PRI and Hotlines to be deployed on different gateways as per specifications mentioned Amended Technical & Functional Requirement Point No 2.13 & 2.14 Bidder has to Comply with the RFP Clause.
13	47	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	14. Hotlines shall also terminate on multiple gateways.	Can hotlines be terminated on separate gateways?	Please refer the Amended Technical & Functional Requirement Point No 2.14 from Amendment-4 to the RFP.
14	47	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones i. Mid-Level IP Phone h. Dual 10/100/1000 NIC interfaces	Do we require 1 for Network connectivity and other for PC connectivity?	Yes, Bidder has to Comply with the RFP Clause



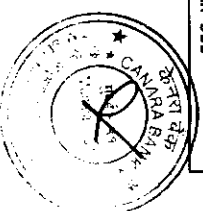
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15	47 - 48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones ii. High End IP Phone e. Should support Bluetooth 2.1 BR/ EDR. • HSP (Headset Profile) • HFP (Hands-free Profile)	How about bluetooth 3.0 with EDR	Please refer the Amended Technical & Functional Requirement from Amendment-4 to the RFP.
16	47 - 48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones ii. High End IP Phone h. Dual 10/100/1000 NIC interfaces	Do we require 1 for Network connectivity and other for PC connectivity ?	Yes, Bidder has to Comply with the RFP Clause
17	48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones iii. Executive IP Phone a. Minimum 5.0 inch 1280x720 capacitive touch screen, HD TFT LCD	5" display is not suitable for the Touch screen experience and resolution of 800x480 works great with size of display including multiple programmable line keys	Bidder has to Comply with the RFP Clause
18	48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones iii. Executive IP Phone b. Built-in Bluetooth 4.2 +EDR for synchronizing with mobile devices and connecting Bluetooth headsets.	How about bluetooth 4.1 with Light Energy savings + EBR, as they are more energy efficient	Please refer the Amended Technical & Functional Requirement from Amendment-4 to the RFP.
19	48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones iii. Executive IP Phone g. Dual 10/100/1000 NIC interfaces	Do we require 1 for Network connectivity and other for PC connectivity ?	Yes
20	48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones iii. Executive IP Phone d. Security: User and administrator level passwords, SHA based authentication, 256bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control	Do we plan to enable secure TFTP including media and signalling in the environment	Bidder has to Comply with the RFP Clause
21	48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones iii. Conference room IP Phone g. Minimum 4" Touch screen Display	3.9" display should be ok as it very close to the requirement but this is size is not suitable for Touch screen experience.	Please refer the Amended Technical & Functional Requirement from Amendment-4 to the RFP.
22	48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones iii. Conference room IP Phone g. Should have 3 cardioids microphones supporting minimum 10 ft. pickup distance in 360 degree direction	What is the room length we are trying to meet here ?	Bidder has to Comply with the RFP Clause
23	48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones iii. Conference room IP Phone g. Built-in Bluetooth support should be available	Why is bluetooth required on the Conference phone ? What business or user case does need this ?	Mentioned Clause stands removed.
24	48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones iii. Conference room IP Phone g. Integrated WIFI 802.11 a/b/g/n	Why is Wifi required on conf phone ?	Mentioned Clause stands removed.
25	48	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	15. IP Phones iii. Conference room IP Phone g. Auto-sensing Gigabit Ethernet port with Integrated PoE+ (IEEE 802.3at Class4)	Is there any specific power requirements from POE perspective here ?	Mentioned Clause stands removed.
26				Additional Queries	There is no separate technical specs for the Headsets	No



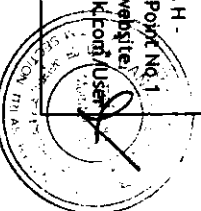
Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
27				Additional Queries	Is there a requirement for Voice Messaging Solution	No
28				Additional Queries	Do we require Messaging & Presence solution integrated with IPT	No
29				Additional Queries	Is there any requirement for Audio/Video & Web Conferencing Solution	No
30				Additional Queries	How about any soft phones/ clients	No, Bidder has to Comply with the RFP Clause
31				Additional Queries	Will there be any remote workers ?	No
32				Additional Queries	Is there a need to connect IP Phone/ soft phone remotely to Enterprise without need a VPN connection ?	No
33				Additional Queries	Will there be any Call Center environment/ use case ?	No
34	15	C. Deliverables & Service Level Agreements (SLAs)	1. Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution and Other Items	1.3. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the solution to be delivered, the Bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware/software items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty/AMC (if contracted) should be applicable to the altered locations also.	Change of location may lead to a change in the associated cost of delivery. Can this clause be relaxed, or else bank could ask the bidder to submit if there is any change in the cost due to change of location.	Bidder has to Comply with the RFP Clause
35	17	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/ Liquidated Damages	6.1.1. Penalties/ Liquidated damages for delay in supply: Non-compliance of the Supply of Hardware, Software & Other items (including OS) as per clause 1.1 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 12 of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Request bank to levy penalty as 0.5% of the value of delayed inventory per week of delay, with an upper limit of 5% of such value of delayed inventory.	Bidder has to Comply with the RFP Clause



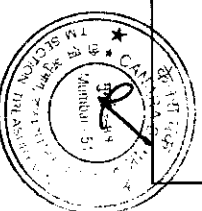
Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
36	17	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/ Liquidated Damages	6.1.2. Penalties/ Liquidated damages for delay in implementation: Non-compliance of the installation, Implementation, Commissioning of Hardware, Software & Other items (including OS) as per clause 1.2 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 7 of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Request bank to levy penalty as 0.5% of the value of delayed inventory per week of delay, with an upper limit of 5% of such value of delayed inventory.	Bidder has to Comply with the RFP Clause
37	20 - 22	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support :	8.1. The bidder has to provide following onsite resources and should be having OEM Certification for the Offered IP Telephony, Turret Phones, Voice Recording/ Logger Solution with minimum 2 years of Hands-on experience of implementation & Support:	Request bank to allow such resources on third party pay roll. However bidder shall be responsible for all activities of the resource	Bidder has to Comply with the RFP Clause
38	19	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Milestone - Delivery & Power-on of Hardware and Delivery of Software & other Licenses. Percentage of Payment - 40% of Total cost of Hardware, Software and other Licenses.	Request to change to 70% on hardware, software and other License delivery	Please refer the Amendment-4 to the RFP.
39	19	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Milestone - Successful Installation of Hardware (including OS), Software and other items. Percentage of Payment - 50% of Total cost of Hardware (including OS).	Request to change to 20% on installation of the aforementioned items	Please refer the Amendment-4 to the RFP.
40	19	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	Payment Milestone - Warranty Percentage of Payment - 10%	Request to change to 10% on completion of warranty certificate or against BG	Bidder has to Comply with the RFP Clause
41	38	Annexure-2	Eligibility Criteria Declaration	4. The Bidder should have Positive Net Worth as on 31/03/2019.	Request to amend this clause to "The Bidder should have recorded net-profit in the last 3 financial years i.e. FY 2016-2017, 2017-2018, 2018-2019"	Bidder has to Comply with the RFP Clause
42	2	1. BID SCHEDULE	7. Earnest Money Deposit (Refundable)	Rs.10,00,000/-	Kindly confirm if DD or BG can be submitted in lieu of EMD	Please refer Point No 7 RFP Section D - BID PROCESS published on our bank website. https://www.canarabank.com/Userpage.aspx?otlink=355



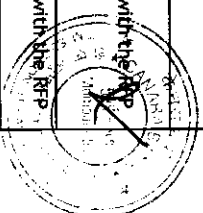
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43	15	C. Deliverables & Service Level Agreements (SLAs)	1. Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution and Other Items	1.2. Bidder should ensure Installation, Configuration, Integration, Implementation and Commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank within 4 weeks from the date of delivery of all the materials at the ordered locations.	Request for minimum 6-8 weeks for installation as basic infrastructure can be made available within 3-4 weeks time but integration with various applications etc will require sufficient time.	Please refer the Amendment-4 to the RFP.
44	15	C. Deliverables & Service Level Agreements (SLAs)	3. Security	3.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support, which may leads to the vulnerability of the system.	We shall be requiring Remote session for licenses download and during implementation phase. Remote session would also be required for L2/L3 support of OEM. Pls look into it as Remote Session is required for delivering services to meet SLA.	Bidder has to Comply with the RFP Clause
45	20 - 22	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support	8.10. Onsite resource should be available till project tenure during bank's working hours on 365/ 366 days. Onsite Support Engineer should be certified for offered IP Telephony OEM solution. Bidder has to quote onsite resource charges in the bill of material.	On site resource shall be eligible for weekly off, mandatory national & other holidays as per bank's Treasury dept calendar.	Bidder has to Comply with the RFP Clause
46	25	C. Deliverables & Service Level Agreements (SLAs)	15. Subcontracting	The Bidder shall must engage OEM professional services for the complete Project Management and Implementation of proposed solution, if OEM does not have service model then bidder must engage OEM Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM only. If OEM is directly participating in the bid they can engage one system integrator however bidder will be responsible for Supply, Installation, Implementation and Integration of Solution as per RFP. Bank will not enter agreement with any third party.	Kindly explain in detail what are the expectations as it's a Turnkey project and multiple OEM will be involved.	Please refer the Amendment-4 to the RFP.
47	60 - 61	Annexure- 14	Bill of Material	Table - A - Price details for Implementing IT Infrastructure Monitoring Solution in Canara Bank.	What will be difference in column F, G & H and table E. Both are asking for AMC value including Taxes.	Bidder has to Comply with the RFP Clause
48	60 - 61	Annexure- 14	Bill of Material	Table - A - Price details for Implementing IT Infrastructure Monitoring Solution in Canara Bank.	Even though Bidders shall be submitting all inclusive pricing and evaluation shall also be based on TCO. But in case of change in taxes (GST) at the time of Submitting AMC Invoice (post 3 year of warranty period), bank shall reimburse vendor as per actual taxes applicable on AMC value at that time. Kindly accept the request.	Bidder has to Comply with the RFP Clause
49	67	Appendix -A	Instructions to be noted while preparing/ submitting Part A- Conformity to Eligibility Criteria	2) Cost of Tender document by way of DD payable at Mumbai / Exemption Certificate. 3) Earnest Money Deposit (EMD)/ Bank Guarantee in lieu of EMD / Exemption Certificate.	We are registered with MSME and shall be exempted from submitting Tender Fee & EMD BG. Pls find attached our certificate and confirm the acceptability so that non- submission of Tender fee & EMD shall not lead to our bid rejection.	Please refer RFP Section H - PURCHASE PREFERENCE Pojy No.1 published on our banks website, https://www.canarabank.com/User_page.aspx?othlink=355



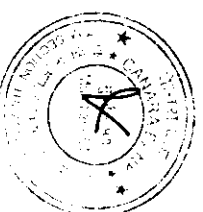
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50	2	1. BID SCHEDULE	10. Last Date and Time for Submission of Bids	04/07/2020, Saturday at 3.00 PM Venue: Canara Bank, Integrated Treasury Wing, 5th Floor, B Wing, C14, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051.	Request you to kindly give us least 10 working days from the receipt of the response to the Pre BID queries from Bank and accordingly extend the Bid submission date.	Please Refer Amendment 1 of this RFP hosted on Banks Website
51	38	Annexure 2	Eligibility Criteria Declaration	6. The Bidder should have supplied and successfully implemented offered Dealer Board/ Turret Phones solution for Minimum 10 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	Here it should be The Bidder/ OEM instead of only the Bidder and also the implementation is last three years should be extended to minimum 7 years As this is the niche area usually many new requirements don't come if it comes then it is to minimum 7 years	Please refer the Amended Eligibility Criteria from Amendment-4 to the RFP.
52	39	Annexure 2	Eligibility Criteria Declaration	6. The Bidder/ OEM should have supplied offered Dealer Board/ Turret Phones & Recording Solution for minimum 10 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or State Organization in last three years as on RFP date	In this clause the Eligibility criteria section its written The Bidder/OEM but in the Documents To Be Submitted For Eligibility Criteria Compliance Section its written only The Bidder, it should be "The Bidder/OEM".	Bidder has to Comply with the RFP Clause, However, All the OEM related documents has to be submitted by Bidder only.
53	44	Annexure-7	A. TECHNICAL REQUIREMENTS 1) TURRET SOLUTION	54. IP telephony & Turret infrastructure shall support IPV6. Bank will implement IPV6 as and when required.	Currently the system we are using is with IPV4	Bidder has to Comply with the RFP Clause
54	60	Annexure- 14	Bill of Material	3. Soft Turret Phones/ Dealer Board licences	Need clarification if the requirement of soft turret is for single handset or dual handset	Please refer the Amended Bill of Material from Amendment-4 to the RFP.
55	60	Annexure 14	Bill Of Material	4. Headsets for Dealers (Headset shall be compatible to work with both Hard Turrets and Soft Turrets) Headsets shall be of reputed make having global presence.	Headsets for the Hard Turret is Compatible with headset with attached (RJ9/RJ6 Cable) and for soft turret same headset with USB extender or any usb headset is compatible	Please refer the Amended Bill of Material from Amendment-4 to the RFP.
56	61	Annexure 14	Bill Of Material	17. Supply of Voice Recording/ Logger solution to record all calls in a lossless manner (Internal/ incoming/ outgoing etc.) from/ to turrets & IP Phones. Call archiving shall be available at both Main site and at Bank's Data Centre at other locations. 65 Recording channels (15 for Hard Turrets + 5 for Soft Turrets + 45 for IP Phone)	Need to know exactly the total count of Recording channels as on Turret it takes recording for both the handsets so, for the Hard Turrets with dual handset will be 15Channels(Each handset takes one channel but 1 channel is extra as if both handsets are active for third call), Hard Turrets with single handset will be 10 and soft turrets (if we consider with dual handsets) will be 10 channels. So, the total number of channels should be increased	Please refer RFP Clause No 17 on Page No 61
57	18	C. Deliverables & Service Level Agreements (SLAs)	6.2. Penalties/ Liquidated Damages for Not Maintaining Uptime:	6.2.4. If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion blacklist the bidder in addition to imposing penalty and invoking the bank guarantee.	Kindly remove the highlighted portion with regards to blacklisting, as the Bank already has the right to levy penalty, invoke BG and terminate the contract.	Bidder has to Comply with the RFP Clause



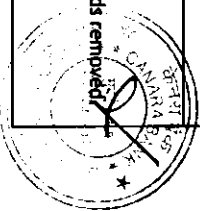
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58	20-21, 22-26	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support 10. Software, Drivers and Manuals 11. Warranty 12. Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period 13. Scope Involved During Warranty and ATS Period (if Contracted) 14. Mean Time Between Failures (MTBF)	8. Onsite Resources & Support 10. Software, Drivers and Manuals 11. Warranty 12. Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period 13. Scope Involved During Warranty and ATS Period (if Contracted) 14. Mean Time Between Failures (MTBF)	Bank to kindly confirm that warranty, support, AMC/ ATS conditions in respect of products/ software supplied will be as per the OEM/ OSD warranty terms and conditions and Bidder being an authorized reseller, will pass on such warranties "as-is", to the Bank."	Bidder has to Comply with the RFP Clause
59	25	C. Deliverables & Service Level Agreements (SLAs)	15. Subcontracting	The Bidder shall must engage OEM professional services for the complete project Management and Implementation of proposed solution, if OEM does not have service model then bidder must engage OEM Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM only. If OEM is directly participating in the bid they can engage one system integrator however bidder will be responsible for Supply, Installation, Implementation and Integration of Solution as per RFP. Bank will not enter agreement with any third party.	Bank to kindly confirm that such consent will not be unduly withheld.	Bidder has to Comply with the RFP Clause
60	26	C. Deliverables & Service Level Agreements (SLAs)	16. Defect liability	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and/ or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	All warranty/ replacements is as per OEM warranty terms & conditions only. Kindly delete the same.	Bidder has to Comply with the RFP Clause
61	33	G. GENERAL CONDITIONS	Negligence	Negligence	Bank to kindly confirm that any cancellation or termination of contract will be done only after giving 30 days written notice to the Bidder to cure or remedy the default and only upon failure of the Bidder to remedy or cure such default.	Bidder has to Comply with the RFP Clause
62	33	G. GENERAL CONDITIONS	Insurance	Insurance	Bank to confirm that the Insurance provided for the Hardware would be transit insurance till the point of delivery.	Bidder has to Comply with the RFP Clause



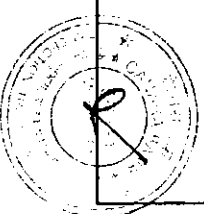
Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
63	33	G. GENERAL CONDITIONS	Guarantees	Guarantees	Bank to confirm that all hardware & software to be supplied comes with the OEM/Software Licensor guarantee.	Bidder has to Comply with the RFP Clause
64	33	G. GENERAL CONDITIONS	Intellectual Property Rights	Intellectual Property Rights	We request that provisions related to Indemnity be restricted to Third party Indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.	Bidder has to Comply with the RFP Clause
65	33	G. GENERAL CONDITIONS	Indemnity	Indemnity	<p>We request the below modifications to Clause 14-Indemnity Clause from the General Terms & Conditions:</p> <p>14.1 The Bidder shall keep the Bank indemnified against claims (including reasonable legal costs) which may be caused to or suffer by or made or taken against the Bank arising out of:</p> <p>14.1.1 Statutory and/or regulatory claims, suits, actions or proceedings against the Bank arising directly from Bidder's breach (or alleged breach) of applicable tax initiated by an appropriate governing body or authority.</p> <p>14.2 The bidder shall keep the Bank indemnified against 3rd party IPR claims leading to court awarded damages against the Bank from infringement of any law pertaining to patents, trademarks, copyrights etc. in respect of the Services provided by the Bidder.</p> <p>14.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract.</p>	Bidder has to Comply with the RFP Clause
66	33	G. GENERAL CONDITIONS	Indemnity	Indemnity	<p>14.2.2 the limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual Property Rights. For claims relating to fraudulent misrepresentation, bodily injury or death arising from bidder's negligence, in these cases the liability will be unlimited.</p> <p>14.2.3 All employees engaged by the Bidder shall be in employment of the bidder/or its subcontractor and the bidder/subcontractor shall be solely liable for their salaries, wages, statutory payments etc. the Bank may not be held liable for any payment or claim or compensation by any employee/personnel of the bidder except on account of injury, bodily injury or death caused due to the negligence of the Bank.</p> <p>14.3 The liability of the Bidder shall not exceed the annual value of the contract, irrespective of whether the liability arises under contract, tort or indemnity. Neither party shall be liable for indirect and consequential loss and damages including but not limited to loss of profit, anticipated savings, loss of data, loss of business.</p>	Bidder has to Comply with the RFP Clause



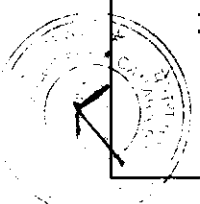
Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
67	33	G. GENERAL CONDITIONS	Appendix I	Integrity pact	<p>Integrity Pact</p> <p>We agree to execute the Integrity Pact given by Canara Bank, provided that there is no Fall Clause in it. Please note that prices quoted are based on several factors, including quantity, location of delivery, dollar rates, discounts received from OEMs and other contractual risks. For all practical purposes, we request deletion of the Fall Clause from the Integrity Pact.</p> <p>We also wish to bring to your notice, that by way of Office Order dated 4/12/2007, the Central Vigilance Commission (CVC) even circulated copy of an Integrity Pact, drafted by SAIL and vetted by the Additional Solicitor General, for reference of individual organizations. The same does not contain any Fall Clause.</p> <p>Additionally, CVC issued a Circular dated 13.01.2017, formulating standard operating procedure for adoption of Integrity Pact and the same does not include Fall Clause as an essential ingredient of the Pact.</p> <p>Please refer to the enclosed Office Order and Circular, issued by the Central Vigilance Commission, for your information.</p>	Bidder has to Comply with the RFP Clause
68	19	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	4. Implementation - 100% of the implementation charges will be paid on the Completion of implementation and Project Signoff/ Acceptance by the Bank.	We request the bank to amend this to 50% on commencement of Implementation and 50% and end of implementation and signoff.	Bidder has to Comply with the RFP Clause
69	19	C. Deliverables & Service Level Agreements (SLAs)	7. Payment Terms	6. Onsite Resource - Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages as per para 6 of Section C of this RFP.	We request the bank to amend this to Monthly in arrears	Bidder has to Comply with the RFP Clause
70	24	C. Deliverables & Service Level Agreements (SLAs)	12. Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period	12.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS 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.	We request the Bank to amend this to Yearly In Advance, as we will be procuring the ATS from our OEMs for the same term.	Bidder has to Comply with the RFP Clause
71	20 - 22	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support :	8.2. The L1 Support Resource timings will be Minimum 09.00 AM to 6.00 PM on all daily basis.	Please confirm that On site source will be working on bank working days only.	Please refer the Amendment -4 to the RFP.
72	21	C. Deliverables & Service Level Agreements (SLAs)	8. Onsite Resources & Support :	8.5.5. Passport - Duly attested photocopy by candidate and Bidder HR.	Is Passport is mandatory or simalar govt. ID proof is sufficient?	Mentioned Clause stands removed



Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
73	45	Annexure-7	A. TECHNICAL REQUIREMENTS 1) TURRET SOLUTION	77. All Major & Minor application patches and Operating system patches to be done during the warranty/ AMC/ contract period without any extra cost to bank. For this bidder has to provide Monthly report.	Please clarify that these patches/ OS is mentioned under this solution only?	Bidder has to Comply with the RFP Clause
74	54	Annexure-8	Scope of work	1.9. The Proposed Solution must integrate with various systems/ applications in the Bank including but not limited to SOC, PIM, BIGFIX, ITAM, SAS, SIEM (RSA Net Witness) etc. at no extra cost.	Please clarify that the integration with respective solutions like SOC, PIM and Bigfix etc will be done by the respective solution team and bidder will extend the support and required changes/ configuration in the proposed solution.	Bidder has to Comply with the RFP Clause
75					Kindly specify the requirement "parallel recording - 2 recorders at DC and 2 recorders at DR separately or parallel recording between the DC and DR?	Bidder has to Comply with the RFP Clause
76	39	Annexure 2	Eligibility Criteria Declaration	8. Documents to be submitted for Eligibility Criteria Compliance - The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	<u>Please change this clause to:-</u> The Bidder/ OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	Please refer the Amended Eligibility Criteria from Amendment-4 to the RFP.
77	38	Annexure 2	Eligibility Criteria Declaration	5. The Bidder should have supplied and successfully implemented offered IP Telephony solution for Minimum 100 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	<u>Please change this clause to:-</u> The Bidder / OEM should have supplied and successfully implemented offered IP Telephony solution for Minimum 100 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	Please refer the Amended Eligibility Criteria from Amendment-4 to the RFP.
78	13	C. Deliverables & Service Level Agreements (SLAs)	11. Training	11.1. The Bidder should provide training and certification directly from OEM to the identified Bank personnel/ team on solution for features/ service architecture, and functionality during and after implementation. The working of the implemented solution should be demonstrated to the Bank after completion of the implementation and the review and feedback should be implemented without any cost to bank. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training. Trainer should be well experienced with the solution. Location of the Training must be at Mumbai only. Bidder should provide the training material and hands-on during the training.	Please change this clause to "The bidder should provide training to bank person on the features and services. Bidder shd have certified resource on the technology and the solution deployed in the bank."	Please refer the Amendment-4 to the RFP.



Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
79	16	C. Deliverables & Service Level Agreements (SLAs)	1. Acceptance	4.3. The warranty will cover all supplied components includes software, hardware and will start after Project acceptance & Signoff.	Please include a clause " the implementation should be completed within one month by the Bidder and if due to site issues or any approval from the bank there is delay in the implementation the warranty will automatically start".	Bidder has to Comply with the RFP Clause
80	38	Annexure 2	Eligibility Criteria Declaration	6. The Bidder should have supplied and successfully implemented offered Dealer Board/ Turret Phones solution for Minimum 10 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	We do not have any turret phone deployment project in last 3 years. But we have done multiple IPT and Recording solution deployment in the last 3 years. Kindly accept eligibility with IPT and recording projects. However we can provide OEM reference.	Bidder has to Comply with the RFP Clause
81	39	Annexure 2	Eligibility Criteria Declaration	8. The Bidder/ OEM should have supplied offered IP Telephony & Recording Solution for Minimum 300 Users in any Two of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	Please change this eligibility clause to have min 1 customer with 300+ users for this criteria. We can provide separate IP Telephony for multiple customers, And recording with multiple customer. However combine of this is not two. Hence request you to Plz change this eligibility clause to have min 1 customer.	Bidder has to Comply with the RFP Clause
82	39	Annexure 2	Eligibility Criteria Declaration	9. The Bidder/ OEM should have supplied offered Dealer Board/ Turret Phones & Recording Solution for minimum 10 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or State Organization in last three years as on RFP date	We do not have any turret phone deployment project in last 3 years. But we have done multiple IPT and Recording solution deployment in the last 3 years. Plz accept eligibility with IPT and recording projects.	Bidder has to Comply with the RFP Clause
83	54	Annexure 8	1. General Scope of Work:	1.8. Before Project Acceptance, the bidder shall impart training to Canara Bank identified IT personals (around 4 nos.) for 1-2 days on the Knowledge Transfer Training of the Deployed Solution - Architecture and Design and Basic user level troubleshooting. Necessary training infrastructure would be provided by Bank. The bidder will have to ensure that training is imparted in a professional manner through Qualified Personnel and Course Materials would have to be provided for the same.	Does the bidder need to provide training twice as it's already mentioned in B 11.1	Mentioned Clause of Self Explanatory about Knowledge Transfer Training
84	52	Annexure-7	A. TECHNICAL REQUIREMENTS C) VOICE RECORDING SOLUTION	55. Offered solution shall support TLS Certificate for all Browser based applications of Turret, IP EPABX and Recording/ Logger Solution. (Bidder has to provide TLS CA Certificate as a part of solution in the name of Bank).	IF Bank wants Bidder to provide the CA certificate please specify the public CA authority."	Bidder has to Comply with the RFP Clause

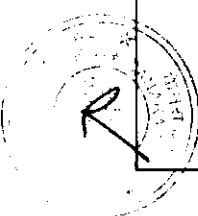


Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
85	46	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	4. The system should support IPv6. Bank will implement same as and when required.	Is this mandatory ?	Bidder has to Comply with the RFP Clause
86	46	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	6. The redundancy in the system should be deployed in the following ways: • Geographically co-located cluster nodes. There shall not be single point of failure. In case of failure of primary server, secondary server shall takeover without any impact on services and switchover shall be transparent to users. All Active calls (Incoming PRI/ Hotline, outgoing PRI/ Hotline, Intercom calls) shall not be disconnected.	Do you need Local Redundancy as well as Geographical redundancy (GRHA)? Also specify whether trading sites needs to work as a standalone site in case of WAN fragmentation between the various locations	Bidder has to Comply with the RFP Clause
87	46	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	8.b. The system should be able to internetwork with 3rd Party EPABX systems using suitable SIP trunks. Proposed IP telephony solution shall integrate with existing Circle Office Araya IP Office PABX & Head Office ASTTECS PABX over SIP. Minimum 100 SIP trunks shall be available for interoffice calls. It shall be possible to interface with bank's multiple PABX across India by using SIP Trunks in future.	This is a very open ended statement as SIP trunks will be provided however integration with 3rd party PBX will depend whether the PBX has been tested and is compatible for the same.	Bidder has to Comply with the RFP Clause
88	46-47	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	9.b. • Provide tones and announcements to support the functionality of many system features • Provide music on hold • Support the station-controlled conference feature by performing media mixing and transcoding where necessary. At given time at least 20 people shall be able to initiate 7 party ad hoc conferences.	Will this be Audio Only conferencing? Also please limit the parties in a single conference to 6 parties.	Yes Audio Only Conferencing, Bidder has to comply with the RFP Clause.
89	47	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	12. Gateways : Proposed solution shall support various types of gateways to connect PRI, CO, Hotline, and SIP Trunks. Vendor shall propose gateways to connect 6 PRI & 48 Hot lines. PRI trunks are common for both Dealers and office users.	Please specify all other dealing room site other than Primary Site at BKC if any for correct gateway sizing	Mentioned clause is Self Explanatory
90	49	Annexure-7	A. TECHNICAL REQUIREMENTS 1) TURRET SOLUTION	15. Setup must be able to provide IP, Digital and Analog interfaces so that it can be used for TDM platforms and IP platform also	Does this mean setup should be able to record TDM as well as IP calls ? For TDM please specify the number of Digital or Analog Ports	Bidder has to Comply with the RFP Clause
91	50	Annexure-7	A. TECHNICAL REQUIREMENTS 1) TURRET SOLUTION	27. Call archiving should be as per the archiving policy of the bank and there should be no limitation on the same.	Please clarify as this is an open ended statement. Call Archiving will depend upon the storage size which inturn depends upon the retention period , call volume and AHT. Storage will be sized according to the given parameters however if any of the above parameters like call volume increases or retention period increases storage needs to be increased	Refer RFP Clause No 50 & 51 Under Point No C. VOICE RECORDING SOLUTION

Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
92	50	Annexure-7	A. TECHNICAL REQUIREMENTS 1) TURET SOLUTION	28. Call retention should be in compliance with laid down Bank regulations and must be customizable.	Please clarify what customisation	Bidder has to Comply with the RFP Clause, However, retention Period can be customizable.
93	49	Annexure-7	A. TECHNICAL REQUIREMENTS C) VOICE RECORDING SOLUTION	38. System should be capable of scaling from IPV4 to IPV6 as and when required, bidder will not charge any cost to bank for same.	Is IPV6 mandatory	Bidder has to Comply with the RFP Clause
94	52	Annexure-7	A. TECHNICAL REQUIREMENTS D. Servers, Application, Database, OS & Other Items	5. Tape Drive (LTO 7 or later) based Backup Solution should be provided with this solution for backup of all Call Recordings and required OS, Application and DC data.	Is tape drive mandatory or we can provide SAN/NAS backup storage	Bidder has to Comply with the RFP Clause
95			Common Query	Bidder has to provide TLS CA Certificate as a part of solution in the bank's name	All required TLS CA certificates will be installed with the OEM standard . Is it mandatory to provide the certificates under Bank's name ?	Bidder has to Comply with the RFP Clause. However, certificate shall be in Banks Name.
96	54	Annexure 8	1. General Scope of Work:	1.3. The Proposed Solution can be from different vendor (OEM) but should be tightly integrated & implemented seamlessly with single console. 1.19. The Bidder will be responsible for setting up single management console for the entire solution as per Technical Specification.	There will be a single control however different GUI	Please refer the Amendment-4 to the RFP.
97	38, 39	Annexure 2	Eligibility Criteria Declaration	Documents to be submitted for Eligibility Criteria Compliance for Clause No 5 - 9 - The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	pl revise this clause - The bidder has to provide PO copy/ITC Certificate from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect	Please refer the Amended Eligibility Criteria from Amendment-4 to the RFP.
98	38, 39	Annexure 2	Eligibility Criteria Declaration	Eligibility Criteria for Clause No 5 & 8	Eligibility Criteria - Point number 5 and 8 are for the same requirement however quantity is different . Also pl ease accept different POs for 100 users of IPT solution and 300 users for recorder solution.	Bidder has to Comply with the RFP Clause
99	55	Annexure 8	1. General Scope of Work:	1.18. All reports should be configured to generate auto or schedule and send via SMTP on daily/monthly/yearly as per the bank requirement.	Clarification - System standard reports will be sent via Email.	Bidder has to Comply with the RFP Clause
100	55	Annexure 8	1. General Scope of Work:	1.39. During installation if the bank requires any new Software/ OS/ Utility, Bidder has to install without any cost where the licenses of the software are with the Bank.	pl delete this clause. This is open ended and give bank the right to ask for installation of any software wherein we may not have the expertise.	Please refer the Amendment-4 to the RFP.

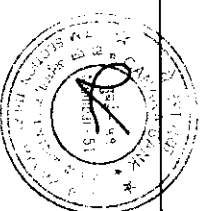


Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
101	57	Annexure 8	1. General Scope of Work:	1.56. The Proposed solution should have ability to freely changes forms, fields, workflows, escalations and authorization structures and reports according to Bank processes without affecting the future tool updates and integration with 3rd Party Solutions.	PI delete this clause. This is not applicable to telecom project of such kind.	Mentioned Clause stands removed.
102	18	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/ Liquidated Damages	6.3. Penalties/ Liquidated Damages for Onsite Resources	Max upto 5 % of monthly salary	Bidder has to Comply with the RFP Clause
103	18	C. Deliverables & Service Level Agreements (SLAs)	6. Penalties/ Liquidated Damages	6.4. Penalties/ Liquidated Damages for Non-Performance	Max upto 5 % of Product value	Bidder has to Comply with the RFP Clause
104	38	Annexure 2	Eligibility Criteria Declaration		Request to modify this clause to allow bidders having office in Mumbai, India and successfully implemented the offered Turret solution at multinational banks outside of India. The minimum users per site can be increased to 50 or more. This will allow us to bid for your requirement and you will also have the benefit of having variety of competent Turret solutions at the best possible price. We do have customers in Mumbai, India using our hoot and intercom products. We can provide reference letter from our customers outside of India.	Bidder has to Comply with the RFP Clause
105	39	Annexure 2	Eligibility Criteria Declaration		Request to modify this clause to allow bidders having office in India and successfully implemented the offered Turret solution at multinational banks outside of India. The minimum users per site can be increased to 50 or more. This will allow us to bid for your requirement and you will also have the benefit of having variety of competent Turret solutions at the best possible price. We do have customers in Mumbai, India using our hoot and intercom products. We can provide reference letter from our customers outside of India.	Bidder has to Comply with the RFP Clause
106	44	Annexure-7	A. TECHNICAL REQUIREMENTS 1) TURRET SOLUTION	58. Turret solution should support end-to-end encryption of voice call. The system should support encryption across all components, which include turret, IP phones and gateways. The data connection must use TLS 1.2 and voice encryption with advanced AES and SRTP protocol.	Should all the TLS certificates and encryption keys be managed on an external FIPS 140-2 complaint key manager to ensure segregation of duties as per RBI guidelines?	Bidder has to Comply with the RFP Clause
107	50	Annexure-7	A. TECHNICAL REQUIREMENTS C) VOICE RECORDING SOLUTION	16. Encryption and security must be as per industry standards (viz. 256bit AES encryption, SHA, fingerprinting, HTTPS on browser etc.) and shall be enables from day one.	Should all the TLS certificates and encryption keys be managed on an external FIPS 140-2 complaint key manager to ensure segregation of duties as per RBI guidelines?	Bidder has to Comply with the RFP Clause



Sr No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Banks Reply
108	50	Annexure-7	A. TECHNICAL REQUIREMENTS c) VOICE RECORDING SOLUTION	35. The recording solution must store all calls in encrypted format, must be able to manage retention rules with provision to maintain recorded calls for 10 years and beyond with granular retention management (per user/dealer board/ group/ system recorded/ location etc.). Encryption should be industry standard and as per auditing norms.	Should all the encryption keys be managed on an external FIPS 140-2 compliant key manager to ensure segregation of duties as per RBI guidelines? Encryption Keys should always be segregated and separately managed from Application Owners in a certified Key management Solution (FIPS 140-2 Level 3). It should manage the complete lifecycle of the encryption keys from time they are created to distributed/auto rotated, archived and deleted in the whole process by external key management solution.	Bidder has to Comply with the RFP Clause
109	51	Annexure-7	A. TECHNICAL REQUIREMENTS c) VOICE RECORDING SOLUTION	37. Voice Recording System should support standard encryption technology such as AES 256, SHA2 etc. to archive voice files and should have provision to convert voice files into Windows standard Media format such as wav in real time.	Should all the encryption keys be managed on an external FIPS 140-2 compliant key manager to ensure segregation of duties as per RBI guidelines?	Bidder has to Comply with the RFP Clause
110	46	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	6. The redundancy in the system should be deployed in the following ways: • Geographically co-located cluster nodes. There shall not be single point of failure. In case of failure of primary server, secondary server shall takeover without any impact on services and switchover shall be transparent to users. All Active calls (incoming PRI/ Hotline, outgoing PRI/ Hotline, Intercom calls) shall not be disconnected.	This point is conflicting with page 61 point 6, here it is mention hot standby redundant mode at primary dealing room site with Geographically co-located cluster nodes	Bidder has to Comply with the RFP Clause
111	47	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	10.e. Leading digit and most-matched digit translation	Can this be explained the expectation here	Please refer the Amended Technical & Functional Requirement from Amendment-4 to the RFP.
112	47	Annexure-7	A. TECHNICAL REQUIREMENTS 2) IP TELEPHONY SOLUTION	10.h. Origin-dependent routing	Can this be explained the expectation here	Please refer the Amended Technical & Functional Requirement from Amendment-4 to the RFP.
113	12	SECTION B - INTRODUCTION	7. Participation Methodology	7. Participation Methodology	Is it allowed for consortium partnership to bid for this tender, please clarify and request to allow for this.	No, Bidder has to Comply with the RFP Clause
114	40	Annexure-7	A. TECHNICAL REQUIREMENTS 1) TURRET SOLUTION	23. High Resolution touch screen intuitive display size of minimum 10". Clearly indicating the status of each actively performed on the dealer board (example incoming call, active call, call hold etc.) 10-12 inch Screen is a perfect phone size on work place. A compact device-enabling user to perform all required functionalities.	Touch screen should be good have/ desirable rather than mandatory. OR touch screen should act as redundant soft turret as independent hardware.	Bidder has to Comply with the RFP Clause

Date : 06/08/2020
Place : Mumbai



REYESH M.K.
Deputy General Manager
S. P. No. 34272