Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	10	Section B - INTRODUCTION	2. Definitions		Request the bank to kindly define the word "Customer". Suggested definition given below: Customer - Customer term includes Prospective Customers, Leads, Applicants, Gurantors, Collateral holders, Employees, Legal heir, Nominee, Signing Authority, Director, Owner, Proprietor and such other parties. It includes natural persons i.e. Individuals and other persons i.e. Firms, Companies, HUF etc.	The following clause is added in the RFP: "2.7 Customer - Customer term includes Prospective Customers, Leads, Applicants, Gurantors, Collateral holders, Employees, Legal heir, Nominee, Signing Authority, Director, Owner, Proprietor and such other parties. It includes natural persons i.e. Individuals and other persons i.e. Firms, Companies, HUF etc."
2	10	Section B - INTRODUCTION	1. About Canara Bank	1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.	Is is our understanding the current RFP scope covers operations of merged entity i.e. 4000+ branches of Syndicate Bank also. Kindly clarify whether out understanding is correct.	The product will be used for all Canara Bank Branches.
3	10	Section B - INTRODUCTION	1. About Canara Bank	1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.	Requesting the bank to clarify whether the Foreign operations also in the scope of the current RFP?	The product will be used for all Canara Bank Branches.
4	10	Section B - INTRODUCTION	1. About Canara Bank	1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.	Are there separate Core Banking Systems covering Canara Bank's foreign operaration or a single Core Banking System in India covering Canara Bank's Foreign Operation.	The product will be used for all Canara Bank Branches.
5	10	Section B - INTRODUCTION	1. About Canara Bank	1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.	In case there are different CBS applications for foreign operations, Can data from these foreign operation made available at centralized location in India.	Yes
6	10	Section B - INTRODUCTION	1. About Canara Bank	1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.	Single Is separate instances (Separate HW & Application) of the proposed solution to be implemented for each country operations or the bank is looking for single instance implementation covering India and all of the foreign operations i.e. London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York?	Single instance is proposed to be used.

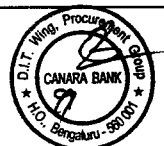| Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
7	10	Section B - INTRODUCTION	1. About Canara Bank	1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.	Since India and all of the foreign operations i.e. London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York are also included in scope, we recommend to use single instance of the solution to be deployed to cover India and all the 7 foreign operations in multi entity approach? Each foreign operations will have separate users . Same version of the solution will be implemented across all countries. However rules specific to individual entity can be tested and promoted (The advantage of this approach is: HW requirement is reduced significantly)	Single instance is proposed to be used.
8	10	Section B - INTRODUCTION	1. About Canara Bank	1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.	We need volumes data for hardware sizing - full volumes on day one and recurring. No need of transaction data - only customer data.	Close to 100 million and around 20K incremental per day
9	10	Section B - INTRODUCTION	1. About Canara Bank	1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.	How many users?	25000 users (not concurrent users)
10	10	Section B - INTRODUCTION	1. About Canara Bank	1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.	Are foreign branches included in this RFP or is this only for India?	All branches of Canara Bank.
11	11	Section B - INTRODUCTION	4. Objective	Canara Bank is pleased to invite proposal for Customer De-Duplication Solution from the prospective bidders having proven past experience in similar implementation and competence in the field.	Since the bank has called the RFP to invite the bidders having similar experience of implementing the similar solution and typically De-dupe is used in conjuction with the AML solution, we request the bank to allows the bidders/OEM having experience in implementation of AML solution and reflect the same in eligibility criteria 6 and 7.	Bidder has to comply with RFP Term. Kindly refer the Amended Eligbility Criteria no. 6 & 7.
12	13	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution in Canara Bank	1.2. Project Schedule are as follows: 1.2.2. UAT, Stress Testing & Parallel Run: For the implementation phase to be complete all the testing, regression, stress testing and parallel run should be completed. It will be the selected bidder's responsibility to create the environments for the Bank's team to do the testing and the selected bidder will be required to assist the Bank in the entire testing phase.	Bank needs to provide required infrastructure to enable testing and the cost of this will be borne by the bank.	Hardware sizing to be done by bidder

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13	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	1.2.5. High-level Roll-Out Plan:	Whole Clause	Section 1.2.5 High-Level Roll-out Plan, following activities are missing namely: 1. Configuration of solution for Duplicate detection 2. Trial Runs for testing algorithm 3. Historical Data Migration 4. Stewardship Activity for Merging or Un-merging records Each of these activities also have their own timelines	Information will be shared with selected bidder
14	14	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Integration & Interfaces	2.2. The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.	Can a list or number of the major work loads or integration points be provided ?	Information will be shared with selected bidder
15	14	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution in Canara Bank	Acceptance of the PO : within 7 days from the issue of PO. Finalizing the Business requirement for the bank, in co-ordination with identified team at the bank & Delivering the customized soltion in the bank: within 4 weeks from the date of acceptance of the PO or within 5 weeks from the date of PO whichever is earlier. Integration with Bank's CBS : 2 weeks after proving the API documents for CBS integration from Bank's team UAT of all modules of all systems: Within 2 weeks from the date of sucessful integration with bank's CBS and acceptance by Bank. Roll out and Go Live for all the modules of all systems: Within 2 weeks from tha date of completion of UAT Core team training for the proposed solution: After go-live of the solution, Bank will inform the dates for training	Request Bank to change it to : Acceptance of the PO : within 7 days from the issue of PO. Finalizing the Business requirement for the bank, in co-ordination with identified team at the bank & Delivering the customized soltion in the bank: within 6 weeks from the date of acceptance of the PO or within 7 weeks from the date of PO whichever is earlier. Integration with Bank's CBS : 4 weeks after proving the API documents for CBS integration from Bank's team UAT of all modules of all systems: Within 3 weeks from the date of sucessful integration with bank's CBS and acceptance by Bank. Roll out and Go Live for all the modules of all systems: Within 4 weeks from tha date of completion of UAT Core team training for the proposed solution: After go-live of the solution, Bank will inform the dates for training	Bidder has to comply with RFP Terms.
16	14	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Security:	3.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.	Is the document for hardening and seciurity will be provided by bank?	Yes
17	14	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Integration & Interfaces	2.1. The selected bidder has to work with M/s IBM, system integrator of our CBS for agent deployment, policy creation and configuration in CBS Servers and Network Devices.	Will a representative from the bank be appointed for this project or will we be reporting only to the Third Party Vendor (IBM)?	SPOC(Single Point of Contact) will be decided by the Bank
18	14	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Integration & Interfaces	2.2. The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.	The RFP says work with different application vendors - how many different vendors and how many applications need to be integrated?	Bidder to work with all the on-boarding solutions namely CBS , Card Systems etc

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
19	14	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Integration & Interfaces	2.3. The selected bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered solution.	How many OEM's and how many core and legacy systems need to be integrated?	Approximately 4 OEMs and no legacy Systems
20	14	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Security:	Whole Clause	Section 3 Security, we would want to know the existing list of security softwares implemented in Canara Bank, so that we can explore ways of leveraging the same	Information will be shared with selected bidder
21	15	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Security	3.8. Bidders are 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.	It is assume the security policies and management would be governed by the bank representatives and the vendor woud ensure the right configuration and adherence of the same ?	Bidder to provide standard security features as part of application. Bidder to extend support in closing security observations .
22	15	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Security	3.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.	Customer information contains PII - Personally Identifiable Information such as Driving License, Aadhar Card No., Passport, Card Number etc. Will the bank mask these data and provide to the vendors? Who will develop the masking codes ?	Bidder to provide.
23	15	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Security	3.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.	Does the VAPT audit will be conducted by bank or bidder has to do?	Bank will conduct.
24	15	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Security	3.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.	Is bank is looking at any specific secuity aspect? if yes, kindly specify?	Bidder to comply with the standard security Requirements of VAPT & Code Audit by the Bank
25	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	5. Uptime	5.1. The bidder shall guarantee a 24x7x365 availability of the solution with monthly uptime of 99.00% for the solution as specified in Annexure 7 and Annexure-8 during the period of the Contract and during AMC/ATS, if contracted, which shall be calculated on monthly basis.	Section 5 Uptime. Canara bank has asked for 24 x 7 x 365 with 99% uptime. Uptime comprises of Infrastructure and Application that runs on the Infra. Since Canara Bank is providing Infra, it is assumed that Canara Bank Infra team can provide 99% uptime of Infra, implementor can then commit to their side of 99% uptime Can we assume H/w , Infra Downtime would not be counted as Downtime for the implementing party	Hardware downtime will not be counted as the Hardware will be provided by the Bank.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
26	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages	6.1.4. However, the total Penalty/LD to be recovered under above clauses 6.1.1 & 6.1.2 & 6.1.3 shall be restricted to 15% (Plus GST) of the total Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.	Can the total penalty restriction be limited to 10% of the TCV ?	Bidder has to comply with RFP Terms.
27	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages	6.1.1. Non-compliance of the delivery of customized solution and BRD documents as per clause (1.2.5-b) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.	Non-compliance of the delivery of customized solution and BRD documents as per clause (1.2.5 b) as per clause (1.1) will result in the Bank imposing penalty of 0.25% (Plus GST) on delay in delivery per week or part thereof, on the order value of the solution (exclusive of Taxes) as per line item no.1 of Table A of Annexure-14	Bidder has to comply with RFP Terms.
28	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages	6.1.2. Non-compliance of the UAT Timelines of the solution as per clause (1.2.5-d) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.	Non-compliance of the UAT timelines of the solution as per clause (1.2.5 b) will result in the Bank imposing penalty of 0.25% (Plus GST) on delay in delivery per week or part thereof, on the order value of the solution (exclusive of Taxes) as per line item no.1 of Table A of Annexure-14	Bidder has to comply with RFP Terms.
29	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages	6.1.3. Non-compliance of the Go-Live Timelines of solution as per clause (1.2.5-e) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.	Non-compliance of the Go-Live timelines of the solution as per clause (1.2.5 e) will result in the Bank imposing penalty of 0.25% (Plus GST) on delay in delivery per week or part thereof, on the order value of the solution (exclusive of Taxes) as per line item no.1 of Table A of Annexure-14	Bidder has to comply with RFP Terms.
30	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages	6.1.4. However, the total Penalty/LD to be recovered under above clauses 6.1.1 & 6.1.2 & 6.1.3 shall be restricted to 15% (Plus GST) of the total Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.	However, the total penalty /LD to be to be recovered under above clause 6.1.1, 6.1.2 & 6.1.3 shall be restricted to 10% (plus GST) of the total Order Value of the solution (exclusive of Taxes) as per Line items no. 1 of Table A of Annexure 14	Bidder has to comply with RFP Terms.
31	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages	Whole Clause	Section 6 Penalties/Liquidated Damages. What if delays are from Canara Banks side like non-availability of resources, delays in sign-off, un-availability of infra etc ?	Hardware downtime will not be counted
32	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages	6.1.4. However, the total Penalty/LD to be recovered under above clauses 6.1.1 & 6.1.2 & 6.1.3 shall be restricted to 15% (Plus GST) of the total Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.	Please put a maximum Cap of 5% of the Contract value	Bidder has to comply with RFP Terms.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
33	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages	6.5. All the above LDs are independent of each other and are applicable separately and concurrently.	Please put a maximum Cap of 5% of the Contract value	Bidder has to comply with RFP Terms.
34	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms	Payment schedule	Can the bidder request for a flexibility of the payment terms during contract stage, if qualified ?	Bidder has to comply with RFP Terms.
35	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms		Requesting the bank to change the payment terms for License as: - 40% of License cost shall be paid on acceptance of PO - 60% of License cost shall be paid on DRG/SRS completion	Bidder has to comply with RFP Terms.
36	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms		Requesting the bank to change the payment terms for implementation fee as: - 40% of implementation fees shall be paid on DRG/SRS completion - 20% of implementation fees shall be paid on UAT completion - 20% of implementation fees shall be paid on Go-live - 20% of implementation fees shall be paid on signing of Escrow agreement	Bidder has to comply with RFP Terms.
37	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages	6.2. Penalties/Liquidated damages for not maintaining uptime: 6.2.2. Bank will calculate the uptime monthly and basing on the downtime penalty will be levied. The maximum penalty levied under above clause 6.2.1 shall not be more than the 10% (plus GST) of the order value as per Table-A of Annexure -14 during warranty period. The maximum penalty levied under above clause 6.2.1 shall not be more than 25% of AMC/ATS amount payable for respective year (plus GST) during AMC/ATS period.	The Maximum Penalty levied under the above clause 6.2.1 shall not be more than 5% (plus GST) of the Order value as per table A of Annexure 14 during warranty period. The maximum penalty levied under the above clause 6.2.1 shall not be more than the 10% of AMC/ATS amount payable for respective year (plus GST) during AMC/ATS period	Bidder has to comply with RFP Terms.
38	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	8. Security Deposit / Performance Bank	8.1. The sucessful bidder should submit a security deposit/ Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the order or within 21days from the date of issue of purchase order	Request Bank to change it to : The sucessful bidder should submit a security deposit/ Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the order or within 21days from the date of issue of purchase order. Bank has asked for total 20% BG in this tender. 10% PBG after receiving the PO and additional 10% Bank Guarantee for advance payment. Hence we request Bank to amend this term.	Bidder has to comply with RFP Terms.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
39	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms		Request Bank to clarify the point: What happens if go live dates are postponed by the Bank - would it impact on the payment? Then there should be an expected date by which it should go live. If any delay happens on implemetation from Bank then payment to be released by Bank as per the time line.	Bidder has to comply with RFP Terms.
40	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms		What are the proposed dates?/ What happens if go live dates are postponed by the Bank - would it impact the payment? Then there should be an expected date by which it should go live and if delay then payment to be released	Please refer Payment terms mentioned in RFP
41	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms	7.1. Payment schedule will be as under: Serial No. a & c	Section 7: Payment Terms 7.1 a. Product OEM's expect 100% upfront Payment on Licenses. 7.1 c. Vendor would need payments at the end of Requirements Phase, Design Phase, build Phase, UAT Phase, Go Live.	Bidder has to comply with RFP Terms.
42	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Penalties/Liquidated Damages	6.2.2. Bank will calculate the uptime monthly and basing on the downtime penalty will be levied. The maximum penalty levied under above clause 6.2.1 shall not be more than the 10% (plus GST) of the order value as per Table-A of Annexure -14 during warranty period. The maximum penalty levied under above clause 6.2.1 shall not be more than 25% of AMC/ATS amount payable for respective year (plus GST) during AMC/ATS period.	Bank will calculate the uptime monthly and basing on the downtime penalty will be levied. The maximum penalty levied under above clause 6.2.1 shall not be more than the 5% (plus GST) of the order value as per Table-A of Annexure -14 during warranty period. The maximum penalty Levied under above clause 6.2.1 shall not be more than 5% of AMC/ATS amount payable for respective year (plus GST) during AMC/ATS period.	Bidder has to comply with RFP Terms.
43	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms	7.1. Payment schedule will be as under: Serial No. a & c	50% payment successful UAT. 40% after Go-Live (on completion of source code audit, VAPT, etc.) and signoff by the Bank. 10% after depositing the customized source code under escrow arrangement.	Bidder has to comply with RFP Terms.
44	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms	7.1. Payment schedule will be as under: Serial No. f	Quarterly in advance	Bidder has to comply with RFP Terms.

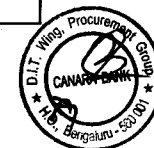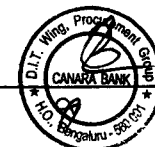| Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
45	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Payment Terms	a. Supply of Enterprise Licenses for Customer De-duplication Solution: 40% payment shall be made after sucessful UAT, 30% after Go-Live (on completion of source code audit, VAPT etc.) and sign off by the Bank, 30% after depositing the customized source code under escrow arrangement. b. Database cost (incase database being used is other than Oracle Database): 100% on delivery and installation of database licenses. c. implemetation, customized and sign off: 100% of one time implementation cost will be paid after sign off, acceptance from the bank and signing escrow agreement. d. Training Charges: 100% of the training charges on completion of the training and acceptance by bank. e. Customization charges: After completion of customization and acceptance by the Bank and for the actual man days utilized f. AMC/ATS of Customer De-duplication solution: Payment shall be made quarterly in arrears	a. Supply of Enterprise Licenses for Customer De-duplication Solution: 70% payment shall be made after sucessful UAT, 25% after Go-Live (on completion of source code audit, VAPT etc.) and sign off by the Bank, 5% after depositing the customized source code under escrow arrangement. b. Database cost (incase database being used is other than Oracle Database): 100% on delivery and installation of database licenses. c. implemetation, customized and sign off: 100% of one time implementation cost will be paid after sign off, acceptance from the bank and signing escrow agreement. d. Training Charges: 100% of the training charges on completion of the training and acceptance by bank. e. Customization charges: After completion of customization and acceptance by the Bank and for the actual man days utilized f. AMC/ATS of Customer De-duplication solution: Payment shall be made yearly in advance	Bidder has to comply with RFP Terms.
46	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	8. Local Support	Whole Clause	Section 8 Local Support: It is assumed that support covers only the Application which the vendor has implemented, underlying infra, OS and their related patches would be carried out by Canara Bank IT team. Additionally if vendor plans to use Oracle DB, then any bug/patch would be the responsibility of Canara Bank IT Team. Vendor would be responsible for only their application and functionality. Patches would be applied, any Upgrade of solution will not be part of the scope. Product Upgrades are always separate engagements	Underlying infra, OS and their related patches would be carried out by Canara Bank IT team.
47	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	8. Local Support	8.9. Response Time and Meantime to Restore [MTTR] 8.9.1. Response Time shall be 2 hours and MTTR shall be 4 hours.	Since the bank has mentioned that de-duplication will be in the batch mode. MTTR mentioned is stringent for de-duplication solution running in batch mode. Hence requesting the bank to change the MTTR to 8 hours.	Bidder has to comply with RFP Terms.
48	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	8. Local Support	8.9. Response Time and Meantime to Restore [MTTR] 8.9.1. Response Time shall be 2 hours and MTTR shall be 4 hours.	Request Bank to clarify the point: Can Support team provide telephonic, email, remote Secure Support at L1/L2? Does a person have to be stationed on Premise? If so is it one location or multiple locations since elsewhere it is written that installations part would be at other locations and associates also (page 42, Section 3.2)	MTTR to be ensured by the bidder

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
49	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	9. Escrow arrangement during Contract period	9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up,for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.	Request Bank to clarify the point: Is only the Customization part expected to be in Escrow? Does the OEM product source code also need to be in Escrow?	Only customized products to be considered for ESCROW
50	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	8. Local Support	8.9. Response Time and Meantime to Restore [MTTR] 8.9.1. Response Time shall be 2 hours and MTTR shall be 4 hours.	Can Support team provide telephonic, email, remote Secure Support at L1/L2. Does a person have to be stationed on Premise? If so is it one location or multiple locations since elsewhere it is written that installations part would be at other locations and associates also (page 42, Section 3.2)	MTTR to be ensured by the bidder
51	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	9. Escrow arrangement during Contract period	9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.	Is only the Customization part expected to be in Escrow? Does the OEM product source code also need to be in Escrow?	Customized code to be put under escrow
52	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	8. Local Support	8.1. The Support should be available on 24x7X365 basis for solution.	What are the expected requiremet of resourse for support?	Bidder to maintan MTTR mentioned elsewhere in RFP
53	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	9. Escrow arrangement during Contract period	Whole Clause	Section 9 Escrow arrangement during Contract Period. Vendor would make the customized code available to the Bank. Core of the Product s/w may not be sharable as they contain the Products IP.	Customized code to be put under escrow
54	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	9. Escrow arrangement during Contract period	9.7. The Bidder should provide Application Security Certificate along with report of the proposed solution to Bank, However, Bank in its discretion to conduct Code audit to check the vulnerability associated with proposed software/solution, if in case observations are found then bidder has to take up with OEM immediately to attend the same for closure before project acceptance/signoff.	Source code is proprietary to the OEM so kindly elaborate requirement for code audit. Source code can only be shared with escrow in place.	Source code audit by CERT-IN empanelled vendor , certificate must be produced for customized solution.

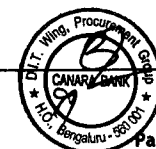| Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
55	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted)	Whole Clause	Section 12 AMC and ATS Generally any COTS product would have an annual maintenance charge which is collect for each year the s/w is being used. So can we assume that for the 3 year warranty period, we have to factor the corresponding AMC to be also collected. This means Vendor has to provide a 5 year cost. Please confirm this whether this understanding is right	Bidder to provide AMC / ATS as per RFP Terms
56	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted)	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.	Such payment shall be released quarterly in advance after satisfactory completion of service during the period and submission of reports and invoices.	Bidder has to comply with RFP Terms.
57	21	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	13. Scope Involved During Warranty and ATS Period (if Contracted)	13.6. The support shall be given in person only	Is on site support required?	Any technical support like Software installation, L1 troubleshooting etc. to be provided in-perosn. Other troubleshooting to be followed as per escalation matrix to be decided during project execution
58	21	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	13. Scope Involved During Warranty and ATS Period (if Contracted)	13.6. The support shall be given in person only.	In case onsite support is required, requesting the bank to provide the below details: 1. No of L1 resources and Shifts. 2. No of L2 resources and Shifts. 3. No of L3 resources and Shifts.	Any technical support like Software installation, L1 troubleshooting etc. to be provided in-perosn. Other troubleshooting to be followed as per escalation matrix to be decided during project execution
59	23	Section D - Bid Process	7. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	7.1. The bidder shall furnish non-interest esrning Earnest Money Deposit (EMD) of Rs. 10,00,000/- (Rupees Ten Lakhs Only) by way of Demand Draft drawn on any scheduled commercial Bank in India in favour of Canara Bank, payable at Bangaluru and should be kept along with the Part-A- Conformity to Eligibility Criteria.	Request Bank to change it to : The bidder shall furnish non-interest esrning Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees Five Lakhs Only) by way of Demand Draft drawn on any scheduled commercial Bank in India in favour of Canara Bank, payable at Bangaluru and should be kept along with the Part-A-Conformity to Eligibility Criteria.	Bidder has to comply with RFP Terms.
60	24	Section E - SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required software in advance and need to submit the pre-requisites document in order to complete the POC within 10 Days.	Request Bank to clarify the point: What is the number of records on which the PoC is expected to be carried out? What are the prerequisite /requirements of the PoC?	Information will be shared with selected bidder

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
61	24	Section E - SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required software in advance and need to submit the pre-requisites document in order to complete the POC within 10 Days.	Request Bank to clarify the point: 1) Can the PoC be carried out remotely or at local location (of Canara Bank) - 2) is Bank expecting us to travel to Bangalore or other locations during this COVID pandemic or things can be done remotely for presentations, PoC etc	Can be done remotely.
62	24	Section E - SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required software in advance and need to submit the pre-requisites document in order to complete the POC within 10 Days.	1. What is the number of records on which the PoC is expected to be carried out? 2. What are the requirements of the PoC	To check the efficacy, speed and different test cases, a volume of 1-5% of our legacy data is envisaged for conducting POC.
63	24	Section E - SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required software in advance and need to submit the pre-requisites document in order to complete the POC within 10 Days.	1) Can the PoC be carried out remotely or at local location (of Canara Bank) - 2) In current COVID situation is Bank expecting travel to Bangalore or other locations or things can be done remotely for presentations, PoC etc	POC can be done remotely
64	24	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	Whole Clause	Section 4: Bidders Presentation/Site Visits /Product Demonstration and POC Given the current COVID situation, it may be required that vendor may not be able to travel to proposed Canara Bank locations for on-site POC. Can it be assumed that Vendor would be given remote access for performing POC?	Remote meetings will be arranged by the Bank
65	25	Section E - SELECTION OF BIDDER	3. Evaluation of Bids	3.4. Part C-Commercial Bid (indicative): The Part C- Commercial bids (indicative) of only those bidders who qualified in Part B-Technical Proposal will be opened with due communication by the Bank. The Part C- Commercial Bid (indicative) submitted by the bidder will be evaluated based on the documents submitted as per Appendix-C. However, for arriving at L1, Bank will conduct Reverse Auction as mentioned elsewhere in the RFP document.	Final selection of the technically qualified bidder will only happen through reverse auction and there is no technical proportion / weightage assigned at this stage. Is that correct ?	Bidder to score minumum 75% marks as per Annexure 7(A).
66	34	Annexure-2 Eligibility Criteria Declaration	Eligibility Criteria Declaration Criteria no. 5	5.Eligibility Criteria The Bidder should have implemented Customer De-Duplication/ Name Screening Solution/AML Solution in at least One (1) Government Organisations/ Banking Financial Services and Insurance sector in India as on the date of RFP. Documents to be submitted for Eligibility Criteria Compliance Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the Bidder.	Can the reference be applicable for global client as well and not just India ? Will self- declartions from the bidder (instead of PO and client letters) suffice the purpose ?	Bidder has to comply with RFP Terms.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
67	34	Annexure-2 Eligibility Criteria Declaration	Eligibility Criteria Declaration Criteria no. 6	6.Eligibility Criteria The proposed solution should have been implemented (not necessarily by the Bidder) in Government Organisations/ Banking Financial Services and Insurance sector in India having a minimum of 10 million records in a single instance. Documents to be submitted for Eligibility Criteria Compliance Reference letter from the customer clearly mentioning the volume of data processed should be submitted.	Request the bank to kindly consider international references and installations. Dedupe solutions have improved with AI / ML capabilities and are implemented by multiple organisations outside India.	Eligibility Criteria is modified as under: Customer De-Duplication/ Name Screening Solution/AML Solution of the Proposed OEM should have been implemented (not necessarily by the Bidder) in Government Organisations/ Banking Financial Services and Insurance sector in India having a minimum of 10 million records in a single instance. Documents to be submitted for Eligibility Criteria Compliance Reference letter from the customer clearly mentioning the volume of data processed should be submitted.
68	34	Annexure-2 Eligibility Criteria Declaration	Eligibility Criteria Declaration Criteria no. 7	7.Eligibility Criteria The Customer De-Duplication Solution quoted by the Bidder should have been implemented (not necessarily by the Bidder) in at least 3 Government Organisations/ Banking Financial Services and Insurance sector in India. Out of these 3, at least one of these organizations should be Scheduled Commercial Bank in India. Documents to be submitted for Eligibility Criteria Compliance Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the bidder.	Request the bank to kindly consider international references and installations. Dedupe solutions have improved with AI / ML capabilities and are implemented by multiple organisations outside India.	Eligibility Criteria is modified as under: The Customer De-Duplication/ Name Screening Solution/AML Solution of the Proposed OEM should have been implemented (not necessarily by the Bidder) in at least 3 Government Organisations/ Banking Financial Services and Insurance sector in India. Out of these 3, at least one of these organizations should be Scheduled Commercial Bank in India. Documents to be submitted for Eligibility Criteria Compliance Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the bidder.
69	34	Annexure-2 Eligibility Criteria Declaration	Eligibility Criteria Declaration Criteria no. 6	6.Eligibility Criteria The proposed solution should have been implemented (not necessarily by the Bidder) in Government Organisations/ Banking Financial Services and Insurance sector in India having a minimum of 10 million records in a single instance. Documents to be submitted for Eligibility Criteria Compliance Reference letter from the customer clearly mentioning the volume of data processed should be submitted.	Since the bank has called the RFP to invite the bidders having similar experience of implementing the similar solution and typically De-dupe is used in conjuction with the AML solution, we request the bank to allows the bidders/OEM having experience in implementation of AML solution and Requesting bank to kindly change the clause as follows "OEM should have experience in implementing Customer De-Duplication (OR) AML (OR) Enterprise Fraud Management Solution in a Government Organisations/ Banking Financial Services and Insurance sector in India having a minimum of 10 million customer base.	Eligibility Criteria is modified as under: Customer De-Duplication/ Name Screening Solution/AML Solution of the Proposed OEM should have been implemented (not necessarily by the Bidder) in Government Organisations/ Banking Financial Services and Insurance sector in India having a minimum of 10 million records in a single instance. Documents to be submitted for Eligibility Criteria Compliance Reference letter from the customer clearly mentioning the volume of data processed should be submitted.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
70	34	Annexure-2 Eligibility Criteria Declaration	Eligibility Criteria Declaration Criteria no. 7	7.Eligibility Criteria The Customer De-Duplication Solution quoted by the Bidder should have been implemented (not necessarily by the Bidder) in at least 3 Government Organisations/ Banking Financial Services and Insurance sector in India. Out of these 3, at least one of these organizations should be Scheduled Commercial Bank in India. Documents to be submitted for Eligibility Criteria Compliance Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the bidder.	Since the bank has called the RFP to invite the bidders having similar experience of implementing the similar solution and typically De-dupe is used in conjuction with the AML solution, we request the bank to allows the bidders/OEM having experience in implementation of AML solution and Requesting bank to kindly change the clause as follows "OEM should have experience in implementing Customer De-Duplication (OR) AML (OR) Enterprise Fraud Management Solution in at least 3 Government Organizations / Banking Financial Services and Insurance sector in India. Out of these 3, at least one of these organizations should be Scheduled Commercial Bank in India.	Eligibility Criteria is modified as under: The Customer De-Duplication/ Name Screening Solution/AML Solution of the Proposed OEM should have been implemented (not necessarily by the Bidder) in at least 3 Government Organisations/ Banking Financial Services and Insurance sector in India. Out of these 3, at least one of these organizations should be Scheduled Commercial Bank in India. Documents to be submitted for Eligibility Criteria Compliance Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the bidder.
71	34	Annexure-2 Eligibility Criteria Declaration	Eligibility Criteria Declaration Criteria no. 5	5.Eligibility Criteria The Bidder should have implemented Customer De-Duplication/ Name Screening Solution/AML Solution in at least One (1) Government Organisations/ Banking Financial Services and Insurance sector in India as on the date of RFP. Documents to be submitted for Eligibility Criteria Compliance Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the Bidder.	Request Bank to change it to : The Bidder/OEM should have implemented Customer De-Duplication/ Name Screening Solution/AML Solution in at least One (1) Government Organisations/ Banking Financial Services and Insurance sector in India as on the date of RFP. Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the Bidder. OR We have implemented Backup solution in banks / Govt. organizations where de-duplication was a module of backup software. Hence request Bank to consider this experience of bidder to address this point.	Bidder has to comply with RFP Terms.
72	35	Annexure-2	Eligibility Criteria Declaration Criteria no. 5	5.Eligibility Criteria The Bidder should have implemented Customer De-Duplication/ Name Screening Solution/AML Solution in at least One (1) Government Organisations/ Banking Financial Services and Insurance sector in India as on the date of RFP. Documents to be submitted for Eligibility Criteria Compliance Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the Bidder.	Section 5:Bidders Experience. Can the bidder show product implementation at NBFC's ?	Bidder has to comply with RFP Terms.
73	36	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	1. Solution should be able to support data sources of different types (like Oracle, Excel).	The document mentions only Oracle and Excel. Request the bank to provide additional information about other sources. Are there any semi-structured and unstructured datasets in scope?	Unstructured data sets would not be considered

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
74	36	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	4. Solution Should have capability to handle Indian Names variations - Indian Phonetics while showing potential matches.	Will the names have the Indian phonetics defaulty or should it be added to the golden record?	The ask is the proposed system should have the capability to handle Indian phonetics variation at the time of running the matching process (as part of rules, bank should be able to add this rule too)
75	36	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	15. Solution must support De-duplication across multiple data sources (2 different version of CBS / Card master data, etc.).	What is the database used for CBS and Internal System?	Oracle.
76	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	17. System should provide real-time deduplication through API for onboarding of new customers through any channel (including CBS).	Request the bank to kindly share the list of Channels which have to be intregrated and delivered as part of the project scope.	API to be provided by bidder. All channels will connect through API
77	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	3. Solution should be able to handle - fixing trailing spaces, standardize address elements which should enhance the quality of merged data.	Request the bank to confirm if any specific industry standards are currently followed by the bank	Can be provided at the time of POC

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
78	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	4. Solution Should have capability to handle Indian Names variations - Indian Phonetics while showing potential matches.	Bank to confirm if non english data exists within the databases, apart from the phonetic requirements	No
79	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	11. Solution should provide UI based application to show the result of matching process and allow for manual approval / rejection of merged entries. Such an application should be customizable as per bank's requirement.	Request the bank to confirm if any specific workflow or BPM tool is used currently or the functionality is expected to be provided by the SI vendor as a custom solution	Bidder to provide a solution as part of the proposed system
80	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	12. Solution should support running scheduled matching process in batches and also periodically on an ongoing basis through a scheduler interface.	Request the bank to confirm if there is an existing scheduler of choice or the functionality is requested from the SI vendor	Bank is not specific of the scheduler.
81	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	13. Solution should be capable of integration with CBS / internal Systems for connecting as source repository as well as pushing the merged data.	Request the bank to confirm the initial set of connectors or source systems in scope for sizing. Are these all relational datasources or also to consider integration with Filenet or Document management systems	Proposed system should be able to connect different types of data sources as given in

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
82	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	13. Solution should be capable of integration with CBS / internal Systems for connecting as source repository as well as pushing the merged data.	Request the bank to confirm if the extracts are expected in specific formats out of the dedupe solution.	Yes, it will be decided during POC
83	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	8. Solution should have ability to identify a golden / survival record basing on the rules configured.	Our understanding is that the golden record is the final master record of the customer details after the duplication record have been merged. Kindly confirm if our understanding is correct.	Yes
84	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	9. Solution should have capability to selectively merge data from multiple address and phone numbers while arriving at the golden record, i.e. should allow the user to selectively choose the value for individual field of golden record.	The point above this "Solution should have ability to identify a golden / survival record basing on the rules configured" talks about identification of the golden record automatically which contradicts with the requirement mentioned here. Hence requesting the bank to clarify whether bank requires automated merging of the records or assisted merging.	Both automated and assisted
85	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	12. Solution should support running scheduled matching process in batches and also periodically on an ongoing basis through a scheduler interface.	Requesting the bank to provide the batch window and expected records to be processed witin the time window.	Depending on the speed with which the system can process, batch size will be decided.

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86	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	15. Solution must support De-duplication across multiple data sources (2 different version of CBS / Card master data, etc.)	What is the expected number of data source which will be part of integration?	Around 3 to 4
87	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	15. Solution must support De-duplication across multiple data sources (2 different version of CBS / Card master data, etc.)	What is the expected volume of existing data?	Information will be shared with selected bidder
88	37	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	8. Solution should have ability to identify a golden / survival record basing on the rules configured.	Please elaborate on "golden record"	Standard term used in De-duplication, nothing specific to Bank
89	38	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Annexure-7(A) Scoring Matrix for the Customer De-Duplication Solution	2. Availability of rule engine based de-duplication parameter configuration DIY(Do it Yourself) by Bank : 10 Marks Vendor Dependency: 5 Marks (Bidder to submit Product Brochure mentioning the above parameter)	The solution uses a mix of fuzzy match and pattern based ML solution. Request the bank to elaborate which part of the capability is expected to be DIY	Configuration of matching rules

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
90	38	Annexure-7 Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution	Annexure-7(A) Scoring Matrix for the Customer De-Duplication Solution	4. Experience in handling large volume of Data For every 10 million records - 2 marks	Request the bank to provide a view of types of data domains (customer, account, product, etc.) and approximate volumes in scope	Can be provided at the time of POC
91	39	Annexure-8 Scope of Work	1. Objective	1.1. To perform Data De-duplication among the existing customer base of Canara Bank.	Bank to confirm if un-merge is also the requirement	No
92	39	Annexure-8 Scope of Work	1. Objective	1.1. To perform Data De-duplication among the existing customer base of Canara Bank.	Bank to confirm specific tooling/ databases of choice, if any	Bidder can quote any Database. Bidder to put Zero(0) cost in Bill of Material in case Oracle Database is being used by solution.
93	39	Annexure-8 Scope of Work	1. Objective	1.1. To perform Data De-duplication among the existing customer base of Canara Bank.	Bank to confirm if the solution is to be built on Premise or bank is exploring cloud native solution (or platform agnostic solution)	On Premise
94	39	Annexure-8 Scope of Work	2. Solution / System capability	2.1. De-duplication / Matching Tool	Will bank provide their own validation checks other than the standard checks if there are any?	Yes, those rules have to be configurable
95	39	Annexure-8 Scope of Work	1. Objective	1.2. To handle unification of Customer details upon merger of data from various sources.	Request Bank to clarify the point: Would the various source data (essentially demographic Data) be provided by bank? Does Vendor have to extract from Source system?	Extraction to be part of the proposed solution
96	39	Annexure-8 Scope of Work	1. Objective	1.2. To handle unification of Customer details upon merger of data from various sources.	Request Bank to clarify the point: How many sources system Data are expected to feed to Deduplication	Approximately 4
97	39	Annexure-8 Scope of Work	1. Objective	1.2. To handle unification of Customer details upon merger of data from various sources.	Request Bank to clarify the point: What is the total number of Records (one line of Name, Address, Contact Data being taken as a record) - to start with	Around 100 million
98	39	Annexure-8 Scope of Work	1. Objective	1.2. To handle unification of Customer details upon merger of data from various sources.	Request Bank to clarify the point: Does the Base or Legacy data have to matched one-time as a Service by the vendor (we assume large data) or It would start with incremental data only.	Deduplication has to be run on the base data once and then on incremental data
99	39	Annexure-8 Scope of Work	1. Objective	1.2. To handle unification of Customer details upon merger of data from various sources.	Request Bank to clarify the point: Is there a separate line itme for it in commercials or will bank add any line item in the commcerials And for timelines - If volumes are large it will impact on both	No
100	39	Annexure-8 Scope of Work	2. Solution / System capability	2.1. De-duplication / Matching Tool: 2.1.1. Provision to connect and upload data from different type of data sources like database, flat file, excel, etc.	Request Bank to clarify the point: how many different sources and databases does this need to be taken from	Approximately 4
101	39	Annexure-8 Scope of Work	2. Solution / System capability	2.1. De-duplication / Matching Tool: 2.1.10. Source & Target repositories should be configurable.	Request Bank to clarify the point: Here in context of Deduplication can this be explained.	Data source (like CBS) and Target for pushing the merged data

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
102	39	Annexure-8 Scope of Work	1. Objective	1.2. To handle unification of Customer details upon merger of data from various sources.	Would the various source data (essentially demographic Data) be provided by bank to a common stage area? Does Vendor have to extract from Source system.	Extraction to be part of the proposed solution
103	39	Annexure-8 Scope of Work	1. Objective	1.2. To handle unification of Customer details upon merger of data from various sources.	How many sources system Data are expected to feed to Deduplication	Approximately 4
104	39	Annexure-8 Scope of Work	1. Objective	1.2. To handle unification of Customer details upon merger of data from various sources.	What is the total numbr of Records (one line of Name, Address, Contact Data being taken as a record) - to start with	Around 100 million
105	39	Annexure-8 Scope of Work	1. Objective	1.2. To handle unification of Customer details upon merger of data from various sources.	Does the Base or Legacy data have to matched one-time as a Service by the vendor (we assume large data) or It would start with incremental data only.	Deduplication has to be run on the base data once and then on incremental data
106	39	Annexure-8 Scope of Work	1. Objective	1.2. To handle unification of Customer details upon merger of data from various sources.	If so, is there a separate line itme for it in commercials? And for timelines - If volumes are large it will impact on both	No
107	39	Annexure-8 Scope of Work	2. Solution / System capability	2.1. De-duplication / Matching Tool: 2.1.1. Provision to connect and upload data from different type of data sources like database, flat file, excel, etc.	referring this and earlier question how many different sources and databases does this need to be taken from	Approximately 4
108	39	Annexure-8 Scope of Work	2. Solution / System capability	2.1. De-duplication / Matching Tool: 2.1.10. Source & Target repositories should be configurable.	Here in context of Deduplication can this be explained.	Data source (like CBS) and Target for pushing the merged data
109	39	Annexure-8 Scope of Work	2. Solution / System capability	2.1. De-duplication / Matching Tool	Is the algorithm for deduplication will be provided by bank or bidder has to provide?	Bidder has to provide
112	39	Annexure-8	Scope of Work	1. Objective 1.1. To perform Data De-duplication among the existing customer base of Canara Bank. 1.2. To handle unification of Customer details upon merger of data from various sources.	Need list of applications that 1. Would provide Customer Data for de-dup ? 2. Would be Consuming data from the Golden Records Repository?	Can be provided at the time of POC
113	40	Annexure-8 Scope of Work	2. Solution / System capability	2.1. De-duplication / Matching Tool: 2.1.2. Data profiling capability (to analyze the existing data for checking data quality, anomalies, standardize data elements, etc.)	Bank to confirm how the output of profiling results is expected - e.g. Integration with visualisation tool, extract in excel or output on UI	Output on UI
114	40	Annexure-8 Scope of Work	2. Solution / System capability	2.1. De-duplication / Matching Tool: 2.1.6. Provision for configuring match threshold as per requirement	Request the bank to elaborate this request	Bank should be able to configure the matching threshold for each rule. Say atleast 90% of the Name, 100% of DOB, etc.
115	40	Annexure-8 Scope of Work	2. Solution / System capability	2.1. De-duplication / Matching Tool: 2.1.7. Run match process, consolidation and creation of golden record	Bank to confirm if the integration is required with any specific visualisation or analytical tool	Analytical tool should be in-built and should be shown in the UI based portal
116	40	Annexure-8 Scope of Work	2. Solution / System capability	2.1. De-duplication / Matching Tool: 2.1.9. Provision to connect to multiple source repositories for running the matching process	Request to confirm if the requirement is to have the maker automated, checker Manual or (maker and checker both manual) for suspect duplicate records	Maker to be automated and Checker to be manual for suspect entries.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
117	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.2. System should be able to run the matching process with multiple sources like CBS (for deduplication), AML list (negative screening), etc. This should be possible in both batch mode and API mode. Basing on a passed parameter from the invoking system, the proposed system should be able to run the matching process with the respective source and list the potential matches.	Bank requested to confirm high level view of number of systems in scope for external datasets (e.g. which all sources for sanctions screening and other third party data), etc	Approximately 4
118	40	Annexure-8 Scope of Work	2. Solution / System capability	2.5. Other Technical Requirements: 2.5.6. Customer photo and specimen signature viewing facility should be available in the portal/API.	Please confirm if any information is to be extracted from ID proofs. If signatures are to be retrieved from the documents	No
119	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API - any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Requesting the bank to provide the list of source systems to be integrated with the proposed solution?	Approximately 4
120	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.2. System should be able to run the matching process with multiple sources like CBS (for deduplication), AML list (negative screening), etc. This should be possible in both batch mode and API mode. Basing on a passed parameter from the invoking system, the proposed system should be able to run the matching process with the respective source and list the potential matches.	Requesting the bank to clarify whether Sanction screening or AML capabilities also in the scope of current RFP?	With respect to AML, only AML screening will be covered as part of on-boarding or KYC Verification process
121	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API - any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Requesting the bank to provide the number of named user access required for investigating the duplicate records.	Approximately 25000. But the access will be through Bank's AD based Single Sign On. So User management need not be taken care of.
122	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API - any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Requesting the bank to provide the below details for us size hardware appropriately:	Bidder has to comply with RFP Terms.
123	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API - any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Average number of on-boarding customers in a day for Canara Bank	Average 25000 to 30000 customers per month are getting on-boarded by the Bank
124	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API - any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Average number of on-boarding customers in a day for the merged entity	Information will be shared with selected bidder
125	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API - any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Average Monthly Growth of the on-boarding customers.	Information will be shared with selected bidder

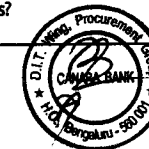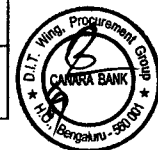| Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
126	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Average Yearly Growth of the on-boarding customers.	Information will be shared with selected bidder
127	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Total number of customers in Canara Bank	Information will be shared with selected bidder
128	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Total number of customers in the merged entity	Information will be shared with selected bidder
129	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Average Monthly Growth of the customers.	Information will be shared with selected bidder
130	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Average Yearly Growth of the customers.	Information will be shared with selected bidder
131	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Total number of Accounts in Canara Bank	Information will be shared with selected bidder
132	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Total number of Accounts in the merged entity	Information will be shared with selected bidder
133	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Average Monthly Growth of the accounts.	Information will be shared with selected bidder
134	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Average Yearly Growth of the accounts.	Information will be shared with selected bidder
135	40	Annexure-8 Scope of Work	2. Solution / System capability	2.2. UI based Portal: 2.2.4. User should be able to pick and choose values from any field for merging in the golden record.	Request Bank to clarify the point: How many users will be using the Portal at a time? What is the Peak number of Users expected	Approximately 10000, Max 25000
136	40	Annexure-8 Scope of Work	2. Solution / System capability	2.2. UI based Portal: 2.2.4. User should be able to pick and choose values from any field for merging in the golden record.	Request Bank to clarify the point: Can this Portal be run on Windows (IIS)?	Yes

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
137	40	Annexure-8 Scope of Work	2. Solution / System capability	2.2. UI based Portal: 2.2.6. Portal should have reports in customized formats.	Request Bank to clarify the point: How many reports are expected to be done?	Can be provided at the time of POC
138	40	Annexure-8 Scope of Work	2. Solution / System capability	2.2. UI based Portal: 2.2.7. It should also provide dashboard on the metrics of batch processes being run, no. of potential matches found by the system, no. of entries merged, pending for approval / rejection, etc.	Is this expected to be used during Batch Process or API process?	Dashboard to cover metrics on both the modes, mainly on batch processes
139	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API - any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Request Bank to clarify the point: 1) What is the number of daily records to be matched against what kind of base volume (number of record rows) -	API will take a single record to be matched with the entire repository / source
140	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API - any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Request Bank to clarify the point: What is the peak number of Input records?	Depends on the batch size
141	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API - any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Request Bank to clarify the point: What is the expected TAT for this	Real time response is expected. TAT to be within 30seconds. Any limitations on that can be discussed.
142	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.2. System should be able to run the matching process with multiple sources like CBS (for deduplication), AML list (negative screening), etc. This should be possible in both batch mode and API mode. Basing on a passed parameter from the invoking system, the proposed system should be able to run the matching process with the respective source and list the potential matches.	Request Bank to clarify the point: What would batch be used for and what would API be used for ?Would each be used for separate sources of data and separate uses?	Already covered in the scope that API is for new on-boarding / KYC screening for a single customer
143	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.2. System should be able to run the matching process with multiple sources like CBS (for deduplication), AML list (negative screening), etc. This should be possible in both batch mode and API mode. Basing on a passed parameter from the invoking system, the proposed system should be able to run the matching process with the respective source and list the potential matches.	Request Bank to clarify the point: AML lists would be provided by the Bank?	It would be made available by the bank. Proposed system should have provision for uploading such lists
144	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.4. Integration to CBS / other internal systems for merged data.	Our understanding is - For API - the integration would be through web services ? Request Bank to confirm the same	Yes
145	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.5. Audit trail & logs on all the activities.	If it is batch process - data from various sources would come to stage table ? Request Bank to confirm the same	Yes, Proposed system to connect to sources and extract the data into staging area
146	40	Annexure-8 Scope of Work	2. Solution / System capability	2.2. UI based Portal: 2.2.4. User should be able to pick and choose values from any field for merging in the golden record.	How many users will be using the Portal at a time? What is the Peak number of Users expected	Approximately 10000, Max 25000

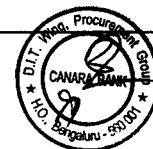| Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
147	40	Annexure-8 Scope of Work	2. Solution / System capability	2.2. UI based Portal: 2.2.4. User should be able to pick and choose values from any field for merging in the golden record.	Can this Portal be run on Windows (IIS)	Yes
148	40	Annexure-8 Scope of Work	2. Solution / System capability	2.2. UI based Portal: 2.2.6. Portal should have reports in customized formats.	How many reports are expected to be done?	Can be provided at the time of POC
149	40	Annexure-8 Scope of Work	2. Solution / System capability	2.2. UI based Portal: 2.2.7. It should also provide dashboard on the metrics of batch processes being run, no. of potential matches found by the system, no. of entries merged, pending for approval / rejection, etc.	Is this expected to be used during Batch Process or API process?	Dashboard to cover metrics on both the modes, mainly on batch processes
150	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	Here clarity is required: 1) What is the number of daily records to be matched against what kind of base volume (nunber of record rows) -	API will take a single record to be matched with the entire repository / source
151	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	What is the peak number of Input records?	Depends on the batch size
152	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.1. System/solution support for real-time matching (through API – any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).	What is the expected TAT for this	Real time response is expected. TAT to be within 30seconds. Any limitations on that can be discussed.
153	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.2. System should be able to run the matching process with multiple sources like CBS (for deduplication), AML list (negative screening), etc. This should be possible in both batch mode and API mode. Basing on a passed parameter from the invoking system, the proposed system should be able to run the matching process with the respective source and list the potential matches.	What would batch be used for and what would API be used for ?Would each be used for separate sources of data and separate uses?	Already covered in the scope that API is for new on-boarding / KYC screening for a single customer
154	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.2. System should be able to run the matching process with multiple sources like CBS (for deduplication), AML list (negative screening), etc. This should be possible in both batch mode and API mode. Basing on a passed parameter from the invoking system, the proposed system should be able to run the matching process with the respective source and list the potential matches.	AML lists would be provided by the Bank?	It would be made available by the bank. Proposed system should have provision for uploading such lists
155	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.4. Integration to CBS / other internal systems for merged data.	Our understanding is - For API - the integration would be through web services ? Please confirm	Yes
156	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.6. Periodical Cleansing of the data by running scheduled jobs.	If it is batch process - data from various sources would come to stage table ? Please confirm	Yes, Proposed system to connect to sources and extract the data into staging area
157	40	Annexure-8 Scope of Work	2. Solution / System capability	2.4. Configuration / administration of the system:	what is the expected number of concurrent users?	Approximately 10000, Max 25000

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
158	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support: 2.3.6. Periodical Cleansing of the data by running scheduled jobs.	In this point data cleansing means data archival or true data cleansing? Pls confirm.	Cleansing implies merging of duplicate records and arriving at the Golden record.
159	40	Annexure-8 Scope of Work	2. Solution / System capability	2.2. UI based Portal: 2.2.6. Portal should have reports in customized formats.	2.2.6 Portal Reports. It is assumed that reports would be pertaining to data available in the Golden Records Repository . Any other MIS or Operational reporting would done on existing application or any implemented Data Lake or Datawarehouse	MIS reports on the process of de-duplication, status of the jobs, merged / unmerged entries, etc. are expected.
160	40	Annexure-8 Scope of Work	2. Solution / System capability	2.3. API / Integrations / Other support:	2.3 API / Integration / Other Support Can Canara Bank provide us some details on the expected Concurrency of request for Real-time Matching ? Need list of applications which would be consuming the API's written for Real-time Matching or Customer Query	Can be provided at the time of POC
161	41	Annexure-8 Scope of Work	2. Solution / System capability	2.6. MIS & Analytics: 2.6.1. Develop a custom dashboard as per the requirement of our Bank in the portal for the bank. 2.6.2. The admin module / dashboard of the solution provided to the bank should have real-time analytics on deduplication. 2.6.3. The reports thus generated should be downloadable / exportable.	Is there any new reports to be build? If yes, what are all those reports and the complexity of these reports?	Can be provided at the time of POC
162	41	Annexure-8 Scope of Work	2. Solution / System capability	2.5. Other Technical Requirements: 2.5.6. Customer photo and specimen signature viewing facility should be available in the portal/API.	Since Customer photo and signature cannot be merged with other records, Photo and signature viewing facility is not part of the customer de-duplication solution and this needs to be handled within the bank's own systems. Hence requesting the bank to remove this requirement.	Viewing is very much required
163	41	Annexure-8 Scope of Work	2. Solution / System capability	2.5. Other Technical Requirements: 2.5.1. The proposed system/solution should be able to provide data as per bank's requirement.	Request Bank to clarify the point: This is not clear. The deduplication tool will return the matach results. What data is expected to be provided further? How would it be provided other than mechanism of deduplicataion	The matched results to be pushed to the target repository as per decided format by the bank
164	41	Annexure-8 Scope of Work	2. Solution / System capability	2.5. Other Technical Requirements: 2.5.2. The proposed system/solution should be able to analyse the nature of source data.	Request Bank to clarify the point: What analysis is expected. Is this referring to data quality analysis first time before Rules are set ?	Yes
165	41	Annexure-8 Scope of Work	2. Solution / System capability	2.6. MIS & Analytics: 2.6.2. The admin module / dashboard of the solution provided to the bank should have real-time analytics on deduplication.	Request Bank to clarify the point: Is this different from the expected Portal - Analytics? Is this also to be as a separate Portal. How many reports are expected	Analytics based MIS / reports in the UI portal is what is expected
166	41	Annexure-8 Scope of Work	2. Solution / System capability	2.5. Other Technical Requirements: 2.5.1. The proposed system/solution should be able to provide data as per bank's requirement.	This is not clear. The deduplication tool will return the matach results. What data is expected to be provided further? How would it be provided other than mechanism of deduplicataion	The matched results to be pushed to the target repository as per decided format by the bank
167	41	Annexure-8 Scope of Work	2. Solution / System capability	2.5. Other Technical Requirements: 2.5.2. The proposed system/solution should be able to analyse the nature of source data.	What analysis is expected. Is this referring to data quality analysis first time before Rules are set ?	Yes

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
168	41	Annexure-8 Scope of Work	2. Solution / System capability	2.6. MIS & Analytics: 2.6.2. The admin module / dashboard of the solution provided to the bank should have real-time analytics on deduplication.	Is this different from the expected Portal - Analytics? Is this also to be as a separate Portal. How many reports are expected	Analytics based MIS / reports in the UI portal is what is expected
169	41	Annexure-8 Scope of Work	2. Solution / System capability	2.6. MIS & Analytics:	Is there any new reports to be build? If yes, what are all those reports and the complexity of these reports?	Can be provided at the time of POC
170	41	Annexure-8 Scope of Work	2. Solution / System capability	2.5. Other Technical Requirements: 2.5.6. Customer photo and specimen signature viewing facility should be available in the portal/API.	2.5 Other Technical Requirements 2.5.6 We need to know as to which applications are storing the Photo and Signature. Also whether those applications has provision for REST API's which can be called from the Customer Golden Record Portal.	CBS. Yes APIs are available that can be invoked
171	41	Annexure-8 Scope of Work	2. Solution / System capability	2.6. MIS & Analytics:	2.6 MIS & Analytics It is assumed that these requirements would pertain to only customer records stored in the Golden records repository. Any other from of MIS would be from Data Lake or Datawarehouse and it is not part of the scope	MIS reports on the process of de-duplication, status of the jobs, merged / unmerged entries, etc. are expected.
172	42	Annexure-8 Scope of Work	4. Interface & Integration requirements	4.4. The selected Bidder will be responsible for identifying the detailed interface requirements for integrating the proposed packages to the existing systems of the Bank for all functionalities as mentioned in this RFP.	Request the bank to kindly share the list of integrations which have to be delivered as part of the project scope. Also request the bank to provide assurance that the source system vendors will provide the requisite information within reasonable time frame with a upper threshold of 5 working days.	It will be discussed mutually with the selected bidder
173	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	Bank to elaborate the multiple implementation part of the solution. Does this mean multiple instances and variations of the solution?	Depending on the architecture of the solution by proposed bidder, system is to be implemented. It will be single instance in DC and DR each
174	42	Annexure-8 Scope of Work	4. Interface & Integration requirements		Please provide the details of all mentioned downstream systems that need to access the data from De-dupe Solution?	Can be provided at the time of POC
175	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	Is High Availability required at DC?	Yes

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
176	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	Is High Availability required at DR?	Yes
177	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	Is DR to be sized at 100% of the DC?	For Realtime API requirement, the availability and resource requirement of DR has to be match with DC.
178	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	What is the maximum HW utilization % expected?	Bidder to size the Solution with High availibility for DC & DRC.
179	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	Requesting the bank to provide the location of DC and DRC.	Bangalore, Mumbai
180	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	Requesting the bank to provide the list of environments required other than DC, DR and Test.	Only 3 environments would be required
181	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	Request Bank to clarify the point: 1. How many total installations is expected - for Deduplication Application apart from DC DR 2) Is the Matching expected to run Centrally with data coming from all locations or is the Matching Implementation also to be done at several locations?	3 environments are required as given above. Matching process can be run centrally

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182	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	Continuing above question we understand 1) API Solution centrally required 2) batch Solution Centrally required 3) UPI Portal centrally required 4) MIS Analytics dashboard. What will be part of proposed solution to be implemented in locations (As bank is widespread thtis is important to know from point of Commercial and Servicing)	API, Batch Solution centrally required. UI portal and Analytics dashboard will be single instance but will be used by all users of the bank pan India as it would be a web based application
183	42	Annexure-8 Scope of Work	4. Interface & Integration requirements	4.2. The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned in the RFP.	These will be APIs for API and Staging Based integration for Batch - Please confirm / How many source systems will this have to be integrated ?	Around 3 to 4
184	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	1. How many total installations is expected - for Deduplication Application apart from DC DR 2) Is the Matching expected to run Centrally with data coming from all locations or is the Matching Implementation also to be done at several locations?	3 environments are required as given above. Matching process can be run centrally
185	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	Continuing above question we understand 1) API Solution centrally required 2) batch Solution Centrally required 3) UPI Portal centrally required 4) MIS Analytics dashboard. What will be part of proposed solution to be implemented in locations (As bank is widespread thtis is important to know from point of Commercial and Servicing)	API, Batch Solution centrally required. UI portal and Analytics dashboard will be single instance but will be used by all users of the bank pan India as it would be a web based application
186	42	Annexure-8 Scope of Work	4. Interface & Integration requirements	4.2. The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned in the RFP.	These will be APIs for API and Staging Based integration for Batch - Please confirm / How many source systems will this have to be integrated ?	Approximately 4
187	42	Annexure-8 Scope of Work	2. Solution / System capability	2.8. Security Aspects: 2.8.2. Important fields of the customer data should be redacted and stored and masked values to be displayed wherever necessary.	Please confirm which data fields the bank would like to mask.	Can be provided at the time of POC
188	42	Annexure-8 Scope of Work	4. Interface & Integration requirements		Please provide the details of all mentioned downstream systems that need to access the data from De-dupe Solution?	Can be provided at the time of POC

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189	42	Annexure-8 Scope of Work	2. Solution / System capability	2.8. Security Aspects: 2.8.2. Important fields of the customer data should be redacted and stored and masked values to be displayed wherever necessary.	2.8 Security Aspects 2.8.2, there is requirement for masking. As per our understanding this would be used by business users for merging and unmerging and necessarily means that they have to see meaningful data. When applications are calling API's it would get the data as per the agreed format and then display as per the applications native capability. For the above 2 scenarios there is no need to mask data. So what are the use cases for masking ? Does Canara Bank have any existing masking solution ?	Redaction at backend to be done for identified fields. Masking would be required for fields like Aadhaar number as per statutory guidelines
190	42	Annexure-8 Scope of Work	3. Deployment of Customer De-Duplication Solution:	3. Deployment of Customer De-Duplication Solution: 3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP. 3.3. The developed application should accommodate the growth of the Bank and adhere to the projections provided in the RFP document without any commercial implication during the contract period.	3 Deployment of Customer De-Duplication Solution Under 3.2 a requirements has been expressed to implement at some of the locations. Our solution is Web Based, hence it would require only training, no location specific installation 3.3 We could not see any existing customer data or growth related data. Please provide the needful for sizing	Single instance. Sizing shared in the earlier points
191	42	Annexure-8 Scope of Work	4. Interface & Integration requirements		Section 4. Interface & Integration Requirements Please provide the list of applications with their modes of interfacing. Does bank have any existing Integration s/w like IBM IIB, TIBCO etc that can be leveraged ?	No existing integrations are available
192	42	Annexure-8 Scope of Work	2. Solution / System capability	2.7. Regulatory Compliance:	2.7. Regulatory Compliance	Bidder has to comply with RFP Terms.
193	43	Annexure-8 Scope of Work	5. Software Licenses		Request bank to provide details of tools/software/infra/databases which are to be leveraged mandatorily for the De-Dupe solution.	Bidder to provide Tools/Software/Database Bank will provide hardware

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194	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	Requesting the bank to confirm that the entire infrastructure such as Server, storage, Networking equipments H/W etc. will be provided by the bank and the bidder to needs to provide proposed solution, required database and sizing specifications for the proposed solution.	Bidder has to comply with RFP Terms.
195	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	Question 1) Please provide the a) The number of Databases against which the input data is to be matched b) Base Data Volumes (Number of Rows) against which it is expected to be matched C) Input data volumes - what is average per day and peak volume expected. D) How many users will be accessing the system	Information will be shared with selected bidder
196	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	Request Bank to clarify the point: What is the expected annual growth of Base Volume of records ?	Information will be shared with selected bidder
197	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	Request Bank to clarify the point: Does batch process have separate volumes - Request the above information for batch Volumes -	It will depend on the records being processed at the moment
198	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	Request above information for API process	Bidder to provide sizing for hardware
199	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	Request Bank to clarify the point: Is Batch to be run EOD or continuously or at periodic intervals.	For first time it will be continuous, thereafter on Periodic intervals
200	43	Annexure-8 Scope of Work	6. Hardware:	6.3. The selected Bidder is required to provide appropriate interface for quick retrieval of data from the archives as and when required without any intervention by the bidder once the system goes live. Data archival must be an automated process based on certain business rules which will be shared with the successful bidder and data retrieval system needs to be user friendly on demand system without the intervention of the selected Bidder once the system is online.	Request Bank to clarify the point: Is the Deduplication Data hosted on DC - excpected to be accessed by the Bank for any other info? Ideally it is better to keep this isolated for Matching purpose. Is it expected to Archive current (Replicate the Matched Data) which can be accessed by Bank	Yes

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201	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	Question 1) Please provide the a) The number of Databases against which the input data is to be matched b) Base Data Volumes (Number of Rows) against which it is expected to be matched C) Input data volumes - what is average per day and peak volume expected. D) How many users will be accessing the system	Information will be shared with selected bidder
202	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	What is the expected annual growth of Base Volume of records ?	Information will be shared with selected bidder
203	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	Does batch process have separate volumes - Request the above information for batch Volumes -	Information will be shared with selected bidder
204	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	Request above information for API process	Hardware sizing to be done by bidder
205	43	Annexure-8 Scope of Work	6. Hardware:	6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.	Is Batch to be run EOD or continuously or at periodic intervals.	Must be proposed by Bidder as part of proposed solution
206	43	Annexure-8 Scope of Work	6. Hardware:	6.3. The selected Bidder is required to provide appropriate interface for quick retrieval of data from the archives as and when required without any intervention by the bidder once the system goes live. Data archival must be an automated process based on certain business rules which will be shared with the successful bidder and data retrieval system needs to be user friendly on demand system without the intervention of the selected Bidder once the system is online.	Is the Deduplication Data hosted on DC - excpected to be accessed by the Bank for any other info? Ideally it is better to keep this isolated for Matching purpose. Is it expected to Archive current (Replicate the Matched Data) which can be accessed by Bank	The data must be available with other source access also.
207	43	Annexure-8 Scope of Work	5. Software Licenses:		Request bank to provide details of tools/software/infra/databases which are to be leveraged mandatorily for the De-Dupe solution.	Bidder is expected to provide necessary tools/software/database. Infra will be provided by the Bank
208	43	Annexure-8 Scope of Work	5. Software Licenses:	5. Software Licenses: 5.3. Selected Bidder is required to consider the Technical Support of the Solution and related application software for the period of contract from day one.	Section 5 Software Licenses 5.3 refers to technical support, Vendor will help in coordination for Technical Support with the OEM, any bugs of fixes would be duly raised with the OEM support and would be governed by their support SLA's	Bidder has to comply with RFP Terms.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
209	43	Annexure-8 Scope of Work	6. Hardware:		Section 6 Hardwares How many Non-Production environments (Dev, Test, UAT etc) should be considered ? What Archival application and retrieval application are we expected to integrate with? And why is this required for a Dedup solution/	Bidder to provide UAT and Production sizing requirements
210	43	Annexure-8 Scope of Work	7. Database:		Section 7 Database. If Vendor choses use Oracle DB, can we assume that provisioning and Installation would be done by Canara Bank IT ?	Installation to be done by the Bidder. Bank will provide licenses
211	44	Annexure-8 Scope of Work	10. Customization:	10.1. The Selected Bidder has to carry out all the customisations as per the Techno Functional Specification without any additional cost to the Bank.	Request Bank to clarify the point: It is assumed that Source systems - whether CBS or any Onbording system or Bank Application will provide the Data through a Stage interface or API calls. There is no work to extract /data from these systems. If it is required then the total number of ssytems may have to be studied	In case of CBS, data can be extracted from Flash (T-1). For API calls, the respective application will pass the data
212	44	Annexure-8 Scope of Work	10. Customization:	10.1. The Selected Bidder has to carry out all the customisations as per the Techno Functional Specification without any additional cost to the Bank.	Request Bank to clarify the point: Is there any extra information (non match parameter Data) that needs to be kept by the Deduplication system	Can be provided at the time of POC
213	44	Annexure-8 Scope of Work	10. Customization:	10.1. The Selected Bidder has to carry out all the customisations as per the Techno Functional Specification without any additional cost to the Bank.	Request Bank to clarify the point: Would the Bank provide AML updates and how many AML databases	Yes, the lists can be shared at the time of POC
214	44	Annexure-8 Scope of Work	10. Customization:	10.1. The Selected Bidder has to carry out all the customisations as per the Techno Functional Specification without any additional cost to the Bank.	Request Bank to clarify the point: Would theree be any Change Data Updates being fed to the system	Need clarification
215	44	Annexure-8 Scope of Work	10. Customization:	10.1. The Selected Bidder has to carry out all the customisations as per the Techno Functional Specification without any additional cost to the Bank.	It is assumed that Source systems - whether CBS or any Onbording system or Bank Application will provide the Data through a Stage interface or API calls. There is no work to extract /data from these systems. If it is required then the total number of ssytems may have to be studied	In case of CBS, data can be extracted from Flash (T-1). For API calls, the respective application will pass the data
216	44	Annexure-8 Scope of Work	10. Customization:	10.1. The Selected Bidder has to carry out all the customisations as per the Techno Functional Specification without any additional cost to the Bank.	Is there any extra information (non match parameter Data) that needs to be kept by the Deduplication system	Can be provided at the time of POC
217	44	Annexure-8 Scope of Work	10. Customization:	10.1. The Selected Bidder has to carry out all the customisations as per the Techno Functional Specification without any additional cost to the Bank.	Would the Bank provide AML updates and how many AML databases	Yes, the lists can be shared at the time of POC

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218	44	Annexure-8 Scope of Work	10. Customization:	10.1. The Selected Bidder has to carry out all the customisations as per the Techno Functional Specification without any additional cost to the Bank.	Would thereee be any Change Data Updates being fed to the system	Need clarification
219	45	Annexure-8 Scope of Work	10. Customization	10.4. The Bidder needs to provide all statutory and regulatory reports as required by the regulatory institutions. The Bank will not pay any additional customization costs either for gaps observed and/or gaps observed for statutory or regulatory reports as required by the Bank.	Request the bank to kindly provide a list of reports which the bank has referenced in this clause. Request the bank also to clarify if we have budget for a reporting tool or can we leverage existing licenses which the bank may have. Alternatively should be consider reports which are provided as data extracts or CSVs.	List of reports required can be shared at the time of POC. Any licensing required for reporting tool has to be part of the proposed system
220	45	Annexure-8 Scope of Work	10. Customization	10.5. The Bidder is expected to provide a resolution to all gaps observed during Functional specifications evaluation, Product Demonstration, Current Systems Study, Training, User Acceptance Testing (UAT), Business Process Definition (BPD) and subsequent roll out for all the proposed solutions. The cost of customization should be included in the price bid.	High Level Roll Out Plan (1.2.5) doesn't not refer to Business Process Definition. Kindly clarify the timelines for proving BPDs.	Information will be shared with selected bidder
221	45	Annexure-8 Scope of Work	10. Customization	10.5. The Bidder is expected to provide a resolution to all gaps observed during Functional specifications evaluation, Product Demonstration, Current Systems Study, Training, User Acceptance Testing (UAT), Business Process Definition (BPD) and subsequent roll out for all the proposed solutions. The cost of customization should be included in the price bid.	High Level Roll Out Plan (1.2.5) doesn't not refer to Current System Study. Kindly clarify the timelines for Current System study. This is important since we have multiple intregation points and each needs to be studied and documented.	Information will be shared with selected bidder
222	45	Annexure-8 Scope of Work	10. Customization	10.5. The Bidder is expected to provide a resolution to all gaps observed during Functional specifications evaluation, Product Demonstration, Current Systems Study, Training, User Acceptance Testing (UAT), Business Process Definition (BPD) and subsequent roll out for all the proposed solutions. The cost of customization should be included in the price bid.	Kindly clarify on "all proposed solutions". Can we read it as "Customer Dedupe solution"?	Yes
223	45	Annexure-8 Scope of Work	10. Customization	10.7. The Bidder will have to provide all the MIS reports as per the requirements of the Bank. For meeting the MIS requirements of the Bank, the Bidder will also need to provide a report generation tool and train the Bank personnel as part of the RFP. The precise scope of the customization and development work to be undertaken by the selected bidder will have to be as per the requirements of the Bank as described in the RFP.	Request the bank to kindly share the number of reports. Also request the bank to clarify if we can use any licenses of reporting tool already available with the bank without introducing a new reporting tool. Eg. OBIEE EULA etc.	Bidder may use any tool . License cost will not be given by Bank.
224	45	Annexure-8 Scope of Work	10. Customization	10.7. The Bidder will have to provide all the MIS reports as per the requirements of the Bank. For meeting the MIS requirements of the Bank, the Bidder will also need to provide a report generation tool and train the Bank personnel as part of the RFP. The precise scope of the customization and development work to be undertaken by the selected bidder will have to be as per the requirements of the Bank as described in the RFP.	Requesting the bank to provide the number of reports to be configured.	Can be provided at the time of POC

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225	45	Annexure-8 Scope of Work	11. API based Integration to Canara Bank Systems:		Is the bank is using any middle ware (SOA, APIM etc)for integration between two application?	No
226	45	Annexure-8 Scope of Work	10. Customization	10.7. The Bidder will have to provide all the MIS reports as per the requirements of the Bank. For meeting the MIS requirements of the Bank, the Bidder will also need to provide a report generation tool and train the Bank personnel as part of the RFP. The precise scope of the customization and development work to be undertaken by the selected bidder will have to be as per the requirements of the Bank as described in the RFP.	Section 10 Customization Point 10.7 specifies requirement for reporting tool. Also MIS would be restricted to data that is captured in the De-duplication repository How many reports are expected to be generated ? Can Vendor use the Banks existing reporting tool ? What is the expected number of users in the following catageory namely: a. # of users who would be developing reports (power Users) b. # of users who would be only viewing reports	MIS would on the data available in the proposed solution. Number and format will be shared during POC. Reporting tool requirement need to be shared. If not available with the bank, bidder has to be arrange necessary licenses. Users will only be viewing reports.
227	45	Annexure-8 Scope of Work	10. Customization	10.7. The Bidder will have to provide all the MIS reports as per the requirements of the Bank. For meeting the MIS requirements of the Bank, the Bidder will also need to provide a report generation tool and train the Bank personnel as part of the RFP. The precise scope of the customization and development work to be undertaken by the selected bidder will have to be as per the requirements of the Bank as described in the RFP.	The Application has certain default reports and customize reports can be developed based upon banks requirement or bank can leverage existing reporting tool (if any) in place. Whether Bank is looking at bidder has to propose a separate repotting tool. Please share more details on this.	Bidder to provide Reports as requested in RFP
228	45	Annexure-8 Scope of Work	10. Customization	10.4. The Bidder needs to provide all statutory and regulatory reports as required by the regulatory institutions. The Bank will not pay any additional customization costs either for gaps observed and/or gaps observed for statutory or regulatory reports as required by the Bank.	10.4. The Bidder needs to provide all statutory and regulatory reports as required by the regulatory institutions. The Bank will not pay any additional customization costs either for gaps observed and/or gaps observed for statutory or regulatory reports as required by the Bank.	Bidder has to comply with RFP Terms.
229	46	Annexure-8 Scope of Work	12. Testing:	12.3. The Bank expects the test environment to be available to the Bank at all times, for the purpose of testing.	Request Bank to clarify the point: Is 10 % of the proposed volumes expected to be tested in UAT	Yes
230	46	Annexure-8 Scope of Work	12. Testing:	12.3. The Bank expects the test environment to be available to the Bank at all times, for the purpose of testing.	Is 10 % of the proposed volumes expected to be tested in UAT	Yes
231	46	Annexure-8 Scope of Work	12. Testing:	12.3. The Bank expects the test environment to be available to the Bank at all times, for the purpose of testing.	Test environment is available most of the time. It will not be available during uploading patches in the UAT environment or when we are making any changes.	Yes
232	46	Annexure-8 Scope of Work	12. Testing:	12.4. The Bidder is expected to provide access to the Bank employees to its test and development infrastructure. The Bank plans to use the testing environment throughout the period of the contract.	Will the test environment be within the bank's infrastructure? Requesting the bank to relax the clause for bank access to development infrastructure.	Only UAT will be provided by the Bank

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233	47	Annexure-8 Scope of Work	14. Stress Testing & Parallel Run:		Request Bank to clarify the point: Base Data Volumes (Number of Rows) against which it is expected to be matched 2) Input data volumes - what is average per day and peak volume expected. D) How many users will be accessing the system 3) What is maximum number of requests expected in a second 4) Would this be in EOD or Month end	Bidder has to comply with RFP Terms.
234	47	Annexure-8 Scope of Work	14. Stress Testing & Parallel Run:		Question) Base Data Volumes (Number of Rows) against which it is expected to be matched 2) Input data volumes - what is average per day and peak volume expected. D) How many users will be accessing the system 3) What is maximum number of requests expected in a second 4) Would this be in EOD or Month end	Information will be shared with selected bidder
235	47	Annexure-8 Scope of Work	14. Stress Testing & Parallel Run:		14. Stress Testing and Parallel Run If the bank wants to Stress test, then do they have the tool to perform stress testing? If so please provide us the tool name, we would leverage the same.	Information will be shared with selected bidder
236	49	Annexure- 14 Bill of Material	Table -A Price details for Implementing Customer De-Duplication Solution in Canara Bank	Database cost (Bidder to put Zero(0) in case Oracle Database is being used by solution)	Requesting the bank to confirm that the bank will use database cost as zero in case of Oracle database for TCO calculation.	Yes. Database cost to be put as '0' in case Oracle Database is being used.
237	49	Annexure- 14 Bill of Material		Undertaking	ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and subject to deviations shall abide by the same. iii. We have not changed the structure of the format nor added any extra items except the deviations. We note that any such alternation will lead to rejection of Bid. iv. We agree that the Bank will accept no counter condition/assumption in response to commercial bid. Bank has a right to reject such bid. - to be deleted v. Subject to deviation we are agreeable to the payment schedule as per "Payment Terms" of the RFP.	Bidder has to comply with RFP Terms.
238	51	Appendix-I	Pre-Contract Integrity Pact	8. Fall Clause	Request bank to remove the Fall Clause	Bidder has to comply with RFP Terms.
110	NA	NA	NA	NA	Request bank to share the list of systems which needs to be integrated with the solution	Can be provided at the time of POC
111	NA	NA	NA	NA	Will bank provide their own validation checks other than the standard checks if there are any?	Yes, those rules have to be configurable

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239	NA	NA	NA	NA	Request bank to include criteria of : "The Product/s proposed for Customer De-Duplication solution should be from latest Gartner's magic quadrant for Data Quality Solutions - Leaders list" . The completeness of vision and the ability to execute should form key parameters for deciding on a scalable and sustainable solution for Canara bank.This will help bank choose solutions for future which incorporate augmented data quality than conventional data quality techniques.	Bidder has to comply with RFP Terms.
240	NA	NA	NA	NA	OEM has references for de-dupe engine as past of AML solution for identifying duplicate records. Although we have a solution for De-dupe with a workflow, we do not have a reference in India for the workflow. We can share PO's but the reference letter can be shared at a later date.	Bidder to comply Eligibility terms and conditions
241	NA	NA	NA	NA	Can the bidder propose deviations, if any, in the proposal for discussion during contract stage, if qualified ?	No
242	NA	NA	NA	NA	Request bank to include criteria of : "The Product/s proposed for Customer De-Duplication solution should be from latest Gartner's magic quadrant for Data Quality Solutions - Leaders list" . The completeness of vision and the ability to execute should form key parameters for deciding on a scalable and sustainable solution for Canara bank.This will help bank choose solutions for future which incorporate augmented data quality than conventional data quality techniques.	Bidder has to comply with RFP Terms.
243	NA	NA	NA	NA	Request bank to share the list of systems which needs to be integrated with the solution	Can be provided at the time of POC
244	NA	NA	NA	NA	What is the total customer base of bank (including amalgmated entity) and approximate % growth?	Around 100 million with a max of 25000 incremental / day
245	NA	NA	NA	NA	What is the total number of customer records on which the first time deduplication logic is expected to run in order to generate clusters?	Around 100 million.
246	NA	NA	NA	NA	What is 'as-is infrastructure availability' of Canara Bank?	Please refer RFP Terms & Condition
247	NA	NA	NA	NA	How many non production environment to considered? Dev, UAT and training - total 3 or total 2?	Bidder to provide Production and UAT environments
248	NA	NA	NA	NA	What is expected SLA i.e. Expected Transactions per Second (TPS), Expected Response Times for handling API driven real-time de-dupe?	Solution is expected to maintain SLA of 5 seconds for API response

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
249	NA	NA	NA	NA	What is the total user count for the de-dedupe solution? How many concurrently active users would be accessing the solution?	Approximately 10000, Max 25000
250	NA	NA	NA	NA	What is the total customer base of bank (including amalgmated entity) and approximate % growth?	Around 100 million with a max of 25000 incremental / day
251	NA	NA	NA	NA	What is the total number of customer records on which the first time deduplication logic is expected to run in order to generate clusters?	Around 100 million.
252	NA	NA	NA	NA	What is 'as-is infrastructure availability' of Canara Bank?	The infrastructure will be provided by the Bank
253	NA	NA	NA	NA	How many non production environment to considered? Dev, UAT and training - total 3 or total 2?	Production and UAT environment only to be considered
254	NA	NA	NA	NA	What is expected SLA i.e. Expected Transactions per Second (TPS), Expected Response Times for handling API driven real-time de-dupe?	Solution is expected to maintain SLA of 5 seconds for API response
255	NA	NA	NA	NA	What is the total user count for the de-dedupe solution? How many concurrently active users would be accessing the solution?	Approximately 10000, Max 25000
256	NA	NA	NA	NA	Please provide details of the applications that would be providing Customer Data and also names of downstream applications that would be consuming data Sr. No Application Source/Target # of Customer records Product, OS, RDBMS 1 Source 2 Source 3 Source 4 Target No need to mention # of records 5 Target No need to mention # of records 6 Target No need to mention # of records	Can be provided at the time of POC
257	NA	NA	NA	NA	Is the target technology stack already defined? If yes, please share.	Not defined
258	NA	NA	NA	NA	Please share the details of the source system /Application database? (Oracle/ PostgreSQL, Mongo DB, Neo4J etc.)	Mostly Oracle
259	NA	NA	NA	NA	Is there a requirement for mobile apps? Hybrid or Native?	No
260	NA	NA	NA	NA	What are the external entities with which the generated application has to integrate with? Please specify all with the scope of integration.	No external entity

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
261	NA	NA	NA	NA	Please specify the technology stack to be implemented for microservices implementation.	SOAP / REST APIs
262	NA	NA	NA	NA	Is there a requirement for cloud deployment of generated applications? If Yes, then which cloud?	No
263	NA	NA	NA	NA	What is the volume of Data to be processed for data profiling, data deduplication	Whole of customer data, initial would be 100 million
264	NA	NA	NA	NA	Is non-English data in scope of data quality processes	No
265	NA	NA	NA	NA	For cleansing and de-duplication, will there be more than one input to the data quality process? If yes, please provide details of each such input.	De-duplication should be possible by connecting to multiple sources like CBS of canara and eSyndicate
266	NA	NA	NA	NA	What is the nature of input(s) - Please provide complete details: a. Flat/XML files - Please mention its format and structure b. Direct connection to source database - please specify database technology (e.g. Oracle, MS SQL Server, DB2, etc.) c. Data extracted from database into flat files - Please mention structure d. Unstructured data - Please provide details	Can be provided at the time of POC
267	NA	NA	NA	NA	How the output from Data Quality Management service is going to be used? What is the target system?	Can be provided at the time of POC
268	NA	NA	NA	NA	Describe the technology landscape (Operating System, Source DB/File details, etc) where the data profiling / quality management solution needs to be installed / deployed.	Source DB will be Oracle. Other details will be decided basing on the bidder's solution
269	NA	NA	NA	NA	Multiple changes sought	Bidder has to comply with RFP Terms.

Date: 27/08/2020
Place: Bengaluru

Deputy General Manager