

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	10	B. INTRODUCTION	4. Objective:	4.3. The selected bidder will undertake to ensure availability of offered All-in-One Desktop Computers during the Rate Contract period, as well as maintenance of sufficient inventory of genuine spare parts for a minimum period of Six (6) years.	We request the bank to change the same to 5 year support as the technological changes are rapid & the product will be End of Support by 5 years.	Bidder has to comply with RFP terms.
2	10	B. INTRODUCTION	4. Objective:	4.1. The Objective of this RFP is to enter into Rate Contract with Selected Bidder for Supply, Installation and Maintenance of All-in-One Desktop Computers. This Rate Contract will be applicable for all the Branches/Offices of Bank across India. The requirement mentioned in the RFP is estimated only and Bank will place the purchase order through its Circle Offices and Head Office and other offices based on requirement during the validity period.	Provide is the minimum quantity bank will procure thru circle offices, head offices, and other offices? 1) What will be minimum quantity expected from each a) circle offices b) head office, c) other offices. Pls provide clarity on other offices	Details will be shared with the selected bidder.
3	10	B. INTRODUCTION	3. About RFP:	3.1. Bank intends to select Vendor/s for Supply, Installation and Maintenance of All-in-One Desktop Computers for its Branches/Offices spread across the Country under Rate Contract basis.	We understand that the Rate Contract will be for a period of 1 year. Kindly confirm	Rate Contract will be Valid for One Year from the date of issue of LOI.
4	11	B. INTRODUCTION	7. Requirement Details:	7.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also, note that there is no minimum purchase commitment by the Bank to the Bidder. Bank shall procure the All-in-One Desktop Computers as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.	Will bank complete entire procurement of 31000 quantity with the validity period of 180 days?	Rate Contract will be Valid for One Year from the date of issue of LOI and Bank will be placing Order throughout the year. Requirement is indicative and may vary as per actual needs.
5	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.1. Bank shall provide the address and contact details for delivery of All-in-One Desktop Computers while placing the order. Bank at its discretion may release purchase order in on slot or multiple slot through centrally/Circle Office wise/Wing wise.	Kindly suggest if the installation should be done only during the working hours of the Bank or if it also needs to be done outside of working hours.	Installation has to be done during Bank working hours. However, Bidder can enquire the visiting Office/ Branch before visiting.
6	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.1. Bank shall provide the address and contact details for delivery of All-in-One Desktop Computers while placing the order. Bank at its discretion may release purchase order in on slot or multiple slot through centrally/Circle Office wise/Wing wise.	We request the Bank to also provide a Single Point of Contact to reach out to in case of any issues.	Contact Details will be shared with the selected bidder.
7	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	In case of no improvement of the current pandemic situation over the course of the rate contract period, there may be slight delays in providing onsite installation or onsite support. This is especially for remote locations.	Bidder has to comply with RFP terms.
8	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all All-in-One Desktop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order (or) 8 Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	We request the bank to change it to 11/13 weeks for delivery as the bank requires PDI.	Bidder has to comply with RFP terms.



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127	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all All-in-One Desktop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order (or) 8 Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Delivery & Installation Delivery of all in one Desktop & Computers should be within-Six- (6) Ten (10) weeks from the date of acceptance of the purchase Order (or)-8 12 weeks from the date of issue of purchase order, whichever is earlier.	Bidder has to comply with RFP Terms.
128	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all All-in-One Desktop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order (or) 8 Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	<u>Request Bank to modify the clause as below:</u> Looking at current situation of COVID -19 we would request bank to consider as below: Delivery of all All-in-One Desktop computers should be within twelve (12) weeks from the date of acceptance of Purchase Order or 14 Weeks from the date of issue of Purchase Order, Whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Bidder has to comply with RFP Terms.
129	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all All-in-One Desktop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order (or) 8 Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Need More Delivery time as QTY is high and due to current Pandemic this is force Majeure. Need Extension in the Delivery to 10-11 Weeks	Bidder has to comply with RFP Terms.
130	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all All-in-One Desktop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order (or) 8 Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Since it is a rate contract & purchase will be multi location pan India, request Bank to provide atleast 8 weeks for Delivery & 10 weeks for other locations where road permit is required.	Bidder has to comply with RFP Terms.
132	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all All-in-One Desktop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order (or) 8 Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	We request the Delivery timeline to be made as 8 weeks from the date of acceptance of Purchase order or 10 weeks from date of issue of Purchase Order whichever is earlier.	Bidder has to comply with RFP Terms.



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9	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	NA	We request you to share the tentative list and quantity of delivery locations	Details will be shared with the selected bidder.
10	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	Request bank to provide 3 week time for installation.	Bidder has to comply with RFP terms.
11	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.8. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.	We understand that Date of Delivery shall be treated as date of last material delivered of a particular location. Please confirm.	Bidder has to comply with RFP terms.
12	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	We understand all the Software required will be part of the Image, and there will be no software that will need not to be transferred from Old PC to the new One.	Bidder has to comply with RFP terms.
13	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.7. Installation of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.	We understand Acceptance will be done at the time of Installation only.	Installation shall be accepted during installation when the bidder completes the work as mentioned in the Scope of work. Bidder has to comply with RFP terms.
131	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Pre-Dispatch Inspection (PDI)	2.1. The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the bank will have the discretion to conduct PDI.	Request Bank to provide extra one week	Bidder has to comply with RFP Terms.
133	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Pre-Dispatch Inspection (PDI)	2.1. The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the bank will have the discretion to conduct PDI.	In view of the current Covid-19 situation, we request the Bank to do the PDI only Once during the Rate Contract Period. We request the Bank to exclude the period of PDI from the total Delivery Timeline	Bidder has to comply with RFP Terms.



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14	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.4. Penalties/Liquidated damages for absence of onsite resources: In case the resources goes on leave/absent, Bidder has to ensure that qualified resources having equivalent or more experience and qualification are available at sight as per the scope of the RFP, irrespective of absence of one or more resources to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of Onsite resource charges for the number of days resources are available during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Onsite resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Onsite Resource charges for that quarter.	We request that in the event that the Onsite resources at Malapuram / Chitradurga are absent, the central team at Bangalore will support the Gramin Banks till a new resource is provided. These are non-metro locations and mobilizing a backup resource might take a few days.	Bidder has to comply with RFP terms.
15	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.2. In case faulty All-in-One Desktop Computers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs. 100(Plus GST) per All-in-One Desktop Computer per day and part thereof delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.	Request for amendment In case faulty All-in-one Desktop computers are not repaired /replaced next business day, Bank shall impose a penalty of Rs 100 (Plus GST) per All in one Desktop computer per day and part thereof . However , the total penalty/LD to be recovered under this clause shall be restricted to 10% (plus GST) of the total value of the order during the contract period.	Bidder has to comply with RFP terms.
16	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.2. In case faulty All-in-One Desktop Computers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs. 100(Plus GST) per All-in-One Desktop Computer per day and part thereof delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.	This NBD Service T&C Will be only applicable to T2 and T1 Cities or all the Branches of Canara bank even in Remote areas. Requesting to relax to 72 Hrs Replacement Time for T3 Cities	Bidder has to comply with RFP terms.
17	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.2. In case faulty All-in-One Desktop Computers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs. 100(Plus GST) per All-in-One Desktop Computer per day and part thereof delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.	Please make MTTR next Business day for Urban locations and Two business day for non urban locations.	Bidder has to comply with RFP terms.
18	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.3. Penalties/liquidated damages for delay in providing Onsite Resource/s placement of Purchase Order: The Bank will impose a penalty of 0.5% (Plus GST) of the Onsite resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof delay. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Onsite Resource charges for that quarter.	Request Bank to remove this clause	Bidder has to comply with RFP terms.



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19	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.4. Penalties/liquidated damages for absence of onsite resources: In case the resources goes on leave/absent, Bidder has to ensure that qualified resources having equivalent or more experience and qualification are available at sight as per the scope of the RFP, irrespective of absence of one or more resources to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of Onsite resource charges for the number of days resources are available during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Onsite resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Onsite Resource charges for that quarter.	Bank shall impose a penalty of 0.5% (Plus GST) of the Onsite resource charges payable to the Bidder for that quarter for each week and part thereof of absence calculated based pro rata no of engineers.	Bidder has to comply with RFP terms.
20	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.1. <u>Penalties/liquidated damages for delay in Delivery and Installation, of All-in-One Desktop Computers in all locations would be as under.</u> 3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per All-in-One Desktop Computer, per week or part thereof, on the Order value of the All-in-One Desktop Computers wise. 3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per All-in-One Desktop Computer, per week or part thereof, on the Order value of the All-in-One Desktop Computers wise.	We understand that the Penalty in clause 3.1.1 and 3.1.2 will be on undelivered and uninstalled items only. Kindly confirm	Clause 3.1 is self explanatory, Bidder has to comply with RFP terms.
21	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.3. <u>Penalties/liquidated damages for delay in providing Onsite Resource/s placement of Purchase Order:</u> The Bank will impose a penalty of 0.5% (Plus GST) of the Onsite resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof delay. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Onsite Resource charges for that quarter.	We request the Penalty under this clause to be limited to 10% (Plus GST) of the total charges (Exclusive if GST) payable for Onsite Resources charges for that quarter	Bidder has to comply with RFP terms.
22	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.4. Penalties/liquidated damages for absence of onsite resources: In case the resources goes on leave/absent, Bidder has to ensure that qualified resources having equivalent or more experience and qualification are available at sight as per the scope of the RFP, irrespective of absence of one or more resources to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of Onsite resource charges for the number of days resources are available during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Onsite resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Onsite Resource charges for that quarter.	We request the Penalty under this clause to be limited to 10% (Plus GST) of the total charges (Exclusive if GST) payable for Onsite Resources charges for that quarter	Bidder has to comply with RFP terms.



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23	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms:	4.3. The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	Please suggest if the Bank is ok to accept soft copies of the installation reports. This is to speed up the submission process considering the number of branches spread across the country. Submission of hard copies may take up to three weeks from installation, if required.	Bidder has to comply with RFP terms.
24	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms	<p>4.1. Payment schedule will be as under:</p> <p>a. Delivery-70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/ offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p> <p>b. Installation-30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the All-in-One Desktop Computers, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Bank.</p>	We request the bank to change payment term to 80:20. For site not ready cases we request the bank to make the payment within 30 days of SNR report	Bidder has to comply with RFP terms.
25	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms	<p>4.1. <u>Payment schedule will be as under:</u></p> <p>a. Delivery-70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/ offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p>	<p><u>Delivery</u></p> <p>70 90 % on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p>	Bidder has to comply with RFP terms.



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26	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms	<p><u>4.1. Payment schedule will be as under:</u></p> <p>b. Installation-30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the All-in-One Desktop Computers, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Bank.</p>	<p><u>Installation & Maintenance</u></p> <p>30 TO 10 % of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the AU-in-One Desktop Computers, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Bank.</p>	Bidder has to comply with RFP terms.
27	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms	<p><u>4.1. Payment schedule will be as under:</u></p> <p>a. Delivery-70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One-Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/ offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p>	<p><u>Request Bank to modify the clause as below:</u></p> <p>As a bidder we have to make upfront payment to the respective OEM before the delivery of the desktops hence requesting bank to modify as below:</p> <p>80% On delivery of all Hardware & Software items on Product of relevant documents. Please note that Originals of Invoices (plus One copy) reflecting Taxes & Duties. Proof of delivery duly signed by bank officials of the respective Branch/office and Manufacture's/Supplier's warranty Certificate Should be submitted while claiming payment in respect of orders placed</p>	Bidder has to comply with RFP terms.
28	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms	<p><u>4.1. Payment schedule will be as under:</u></p> <p>b. Installation-30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the All-in-One Desktop Computers, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Bank.</p>	<p><u>Request Bank to modify the clause as below:</u></p> <p>As a bidder we have to make upfront payment to the respective OEM before the delivery of the desktops hence requesting bank to modify as below:</p> <p>On installation 20% payment will be released</p>	Bidder has to comply with RFP terms.



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29	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms	4.3. The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	Due to lockdown at many places getting original document is difficult & take considerable time so request you to take scan copy.	Bidder has to comply with RFP terms.
30	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms	4.1. Payment schedule will be as under: a. Delivery-70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/ offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	In view of the current Covid-19 situation, we request the Bank to accept Digital copies of Bills and Scan Copies of other documents like POD, Installation report etc. Please confirm acceptance	Bidder has to comply with RFP terms.
31	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.8. LD is not applicable for the reasons attributable to the Bank and Force Majeure.	We understand that all Penalties will also be covered under this clause. Please confirm	Bidder has to comply with RFP terms.
32	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms	4.1. Payment schedule will be as under: a. Delivery-70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/ offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. b. Installation-30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the All-in-One Desktop Computers, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Bank.	1. We request the Payment terms to be changed as under : 90% On Delivery 10% on Installation 2. We request the clause to be changed as under : We request that if All-in-One Desktop Computers in not installed within 60 days 30 days due to reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Bank	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)	5. Onsite Resource & Support:	5.5. Onsite Resource/s should have Technical knowledge of Hardware (AIO, Printer, Scanner) & Windows OS (Windows 8 & 10). Onsite Resource/s should have minimum qualification in Graduation (BE/B-Tech/MCA) in Technical Field.	We request for a relaxation in the educational qualification of the Onsite Resource. We suggest that the minimum qualification be any Bachelor's degree or a Diploma holder	Bidder has to comply with RFP terms.
34	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Onsite Resource & Support:	5.2. Bank reserves the right to split the number of resources as per the ratio decided for All-in-One Desktop Computers (i.e. 70:30), provided L2 (L3 if L2 does not match, L4 if L2 & L3 does not match and so on) vendor is willing to match the L1 price for each item and complying the other terms & condition of the RFP in a fair and transparent manner.	How will the quantity be split between L1, L2, L3 ... vendors if any bidder submits the bid with MSME/Make in India	Kindly refer Section H of the RFP.
35	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Onsite Resource & Support:	5.4. Onsite Resource/s Should be deployed within one month of awarding the contract till expiry of rate contract/Warranty/AMC/ATS (including extensions, if any).	We request you to provide 2 months to provide onsite resource. Also we request you to confirm whether the onsite resource is required only till warranty period as the order to place AMC is at Bank's discretion	Bidder has to comply with RFP terms.
36	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Onsite Resource & Support:	5.3. Bidder also has to setup a centralized helpdesk with minimum One (1) Onsite Resource at DIT Wing, Karnataka Gramin Bank, Chitradurga and one Resource for Information Technology Wing, Kerala Gramin Bank, Malappuram, Kerala for dedicated/ exclusive support for Desktops & Peripherals deployed Karnataka & Kerala.	Is this requirement only for placing the onsite resource at each location mentioned in this clause, where in bank will provide the required access to ticketing software to raise support ticket of the end users ? What will be the service window for this onsite help desk resource Pls define the qualification criteria of the helpdesk as any degree/diploma with 1 year experience	Details will be shared with the selected bidder.
37	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Onsite Resource & Support:	5.4. Onsite Resource/s Should be deployed within one month of awarding the contract till expiry of rate contract/Warranty/AMC/ATS (including extensions, if any).	Required amendment Onsite Resource should be deployed within two month of awarding the contract till expiry of rate contract/warranty/AMC/ATS (including extensions, if any)	Bidder has to comply with RFP terms.
38	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Onsite Resource & Support:	5.5. Onsite Resource/s should have Technical knowledge of Hardware (AIO, Printer, Scanner) & Windows OS (Windows 8 & 10). Onsite Resource/s should have minimum qualification in Graduation (BE/B-Tech/MCA) in Technical Field.	Amendment Required Onsite Resource should have technical knowledge of hardware (AIO Desktop PC and windows OS (Windows 8 & 10). Onsite resource should minimum qualification in diploma/degree (Diploma/BSc/BE) in Technical field. Pls provide job description for the onsite resource. Is this onsite resource responsible to provide support for other than the supplied All in One one desktop PC ?	Bidder has to comply with RFP terms. Details will be shared with the selected bidder.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
39	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Onsite Resource & Support:	5.1. Selected Bidder/Bidders has to deploy minimum of Ten (10) Onsite Resource for Canara Bank, out of which Eight (8) Resources should be at DIT Wing, Naveen Complex, 14 M G Road, Bengaluru and Two (2) Resources at Facilities Management Group, Canara Bank, 112 J C Road, Bangalore for dedicated/ exclusive support for Desktops & Peripherals deployed pan India.	Request Bank to clarify the split of resources between L1,L2 Bidder	Bidder has to comply with RFP terms.
40	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Onsite Resource & Support:	5.4. Onsite Resource/s Should be deployed within one month of awarding the contract till expiry of rate contract/Warranty/AMC/ATS (including extensions, if any).	Request Bank to clarify while awarding the contract the period is 3 years or 6 years contract for Onsite Resource. (including AMC).	The contract period is Initially for a period of 3 years and 3 years AMC/ATS renewed yearly after warranty period.
41	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	6. Local Support:	6.4. Bidder has to work with different teams of Bank to integrate the Complaint Management System of the Bank with the Complaint Management of the OEM/Bidder. Further details of the package will be shared with the Successful bidders Only.	Pls provide clarity on the integration part with the compliant a management system . Define detailed SOW for the integration . Roles and responsibility of the bidder related to integration? We request you kindly remove this clause. Since complaint management system is another project all together and will require detailed information both on the software , solution design , and integration sow etc..	Bidder has to comply with RFP terms. Details will be shared with the selected bidder.
42	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	6. Local Support:	6.5. Response Time and Meantime to Restore (MTTR) <u>6.5.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.</u> 6.5.2. Time specified above is from lodging of complaint. 6.5.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP).	This T&C is Relevant to OEM Service center Response after Logging the call or Bidder.	Bidder has to comply with RFP terms.
43	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	6. Local Support:	6.5. Response Time and Meantime to Restore (MTTR) <u>6.5.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.</u> 6.5.2. Time specified above is from lodging of complaint. 6.5.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP).	We request the MTTR to be 3/4/5 Days for Class A/B/C Cities	Bidder has to comply with RFP terms.
44	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	8. Warranty:	8.1. The entire equipment's / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 3 years from the Date of Installation/commissioning.	We request the bank to consider 37 months from the date of delivery or 36 from the date of installation, whichever is earlier. Also request the bank to consider SNR report as installation/commissioning report for warranty.	Bidder has to comply with RFP terms.
45	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	9. Scope Involved During Warranty and AMC (if contracted):	9.5. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.	Software licensing is as per OEM terms and conditions. Request bank to remove this clause and consider OEM licensing policies	<u>The RFP clause is amended as under:</u> 9.5. Only licensed copies of software shall be supplied. The bidder shall install OEM license in the PCs. Further, all software supplied shall be of latest version.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
46	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	9. Scope Involved During Warranty and AMC (if contracted):	9.6. The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be compliant booking by Onsite Resource/s or with Bank's compliant tracking system.	Kindly clarify on the centralised complaint booking facility , do we need to provide ticketing software solution as part of this requirement ? Or is this requirement to log call related to the All in one Desktop PC related issues with the OEM through the bidders centralised service desk.	Bidder has to comply with RFP terms. Details will be shared with the selected bidder.
47	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	8. Warranty	8.3. If any defect in the Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.	Requesting to Waive Off this clause. Calls logged before the end of Warranty Period shall only have to be resolved after Warranty lapse.	Bidder has to comply with RFP terms.
48	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	9	Scope Involved During Warranty and AMC (if contracted):	3 years on site warranty will be provided by OEM. Additional 2 years shall be in Partner Scope including Spares and Service	Bidder has to comply with RFP terms.
49	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	8. Warranty:	8.4. Despite any other provision, the Bank, may return a Hardware/ Software which is not upto the Requirement mentioned in the RFP to the Bidder within Sixty (60) days of delivery of the Hardware/ Software and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Hardware/ Software that are not as per RFP terms.	1)We request the clause to be amended as under : Despite any other provision, the Bank, may return a Hardware/ Software which is not upto the Requirement mentioned in the RFP to the Bidder within Sixty (60) Thirty (30)- days of delivery of the Hardware/ Software and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: means a) broken seals; b) missing items; and c) Hardware/ Software that are not as per RFP terms. 2. We also request the Bank to clear define the meaning of broken seals and missing items in the above statement	Bidder has to comply with RFP terms.
50	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	8. Warranty:	8.1. The entire equipment's / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 3 years from the Date of Installation/commissioning.	In case of site not ready or delay in installation due to the reasons pertaining to the bank , warranty shall start from the date of delivery. Please confirm.	Bidder has to comply with RFP terms.
51	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	11. Mean Time Between Failures (MTBF):	If during the warranty period and AMC period (If contracted), any hardware and/or software items fails on three or more occasions in a quarter, such hardware /Software items shall be replaced by equivalent / superior new hardware/ Software items by the bidder at no additional cost to the Bank.	In the AMC Period all the Replacement of H/w and S/w will be taken care by Partner under AMC.	Bidder has to comply with RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
52	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	10. Annual Maintenance Contract (AMC) (If contracted):	10.2. Support for maintenance of All-in-One Desktop Computers (including OS and software license) supplied should be available for a minimum period of 3 years, covering all parts, maintenance and support, after expiry of warranty period. The bidder/vendor has to replace all the defective spares during Warranty and AMC Period. All parts should be covered except consumables.	1. Our All-in-One Desktops Computers are supportable for a period of 5 years and therefore we request the Bank to amend the clause as under ; Support for maintenance of All-in-One Desktop Computers (including OS and software license) supplied should be available for a minimum period of 3 years 2 years, covering all parts, maintenance and support, after expiry of warranty period. The bidder /vendor has to replace all the defective spares during Warranty and AMC Period. All parts should be covered except consumables. 2. We would also request the Bank to go in for 5 years upfront warranty in order to ensure continued support and avoid processing delay	Bidder has to comply with RFP terms.
53	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	10. Annual Maintenance Contract (AMC) (If contracted):	10.5. During the Warranty and AMC (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include 10.5.1. Rectification of Bugs/defects if any. 10.5.2. Preventive Maintenance Yearly. 10.5.3. Maintenance of All-in-One Desktop Computers including Software drivers.	We request the Bank to remove the Preventive Maintenance clause as the hardware will be under onsite warranty	Bidder has to comply with RFP terms.
54	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	12. Subcontracting:	The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.	We request that the work/service/any other performance required by the Bank may be conducted by the Bidder/OEM empaneled partners or their engineers	Bidder has to comply with RFP terms.
55	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	15. Secure Deployment & Security Compliance to Policies and Process:	15.1. All the hardware or required components should be shipped directly from OEM to Bank premises.	As per the tender OEM partners/authorized vendors can quote for this bid. Hence, we request you to remove this clause/ amend it as OEM/authorized vendor/partner	The RFP clause is amended as under: "15.1 All the hardware or required components should be shipped directly from OEM/Bidder's warehouse directly to Bank premises."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
56	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	13. Access to Audit:	13.1. Periodically audit may be conducted either by Bank's internal auditors or by Bank's external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Bank shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Bank shall provide access to the Bank's Auditors in this regard to the facilities/ installations/technical resources related to the project. 13.2. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority.	Request bank to revise this clause in line with the All in one Desktop PC requirement	<u>The RFP clause is amended as under:</u> "13.1. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority."
57	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	15. Secure Deployment & Security Compliance to Policies and Process:	15.1. All the hardware or required components should be shipped directly from OEM to Bank premises.	Request bank to amend this clause All the hardware or required components should be shipped directly from OEM/Bidders office or store location/Warehouse to bank premises	<u>The RFP clause is amended as under:</u> "15.1 All the hardware or required components should be shipped directly from OEM/Bidder's warehouse directly to Bank premises."
58	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	15. Secure Deployment & Security Compliance to Policies and Process:	15.1. All the hardware or required components should be shipped directly from OEM to Bank premises.	Hardwares are not shipped directly from OEM to any customer. It goes via SI.	<u>The RFP clause is amended as under:</u> "15.1 All the hardware or required components should be shipped directly from OEM/Bidder's warehouse directly to Bank premises."
59	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	12. Subcontracting:	The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.	We would like to inform you that Installation and warranty support is carried out through our authorized service partners. We hope that Bank would have no objection on this. Please confirm.	Bidder has to comply with RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
60	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	13. Access to Audit: 15. Secure Deployment & Security Compliance to Policies and Process:	13. Access to Audit: 13.1. Periodically audit may be conducted either by Bank's internal auditors or by Bank's external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Bank shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Bank shall provide access to the Bank's Auditors in this regard to the facilities/ installations/technical resources related to the project. 13.2. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority. & 15.4. The Bank will have the right to audit the bidder's people, processes, technology etc., as part of vendor security risk assessment process.	It is HP's understanding that this audit clause will not be applicable to the current scope which involves only supply of products. Bank is requested to confirm this understanding.	<u>The RFP clause is amended as under:</u> "13.1. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority."
61	23	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 Hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.	Requesting to give 15-20 days prior notice for organizing the POC	Bidder has to comply with RFP terms.
62	26	Distribution of Purchase Order	12	<u>Distribution of Purchase order:</u>	How will the quantity be split between L1, L2, L3 ... vendors if any bidder submits the bid with MSME/Make in India	Kindly Refer Section-H of the RFP.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
63	26	F. OWNERSHIP & AWARDING OF CONTRACT	11	Order Cancellation/Termination of Contract:	8.8. Neither party shall terminate or cancel this Agreement or any PO for convenience or without cause except in exceptional circumstances or due to force majeure events which lasts more than 1 month, wherein, either party may not be able to fulfil its obligations stated in this Agreement or under any PO. If Canara Bank decides to terminate or cancel this Agreement or any PO for convenience in whole or in part, it shall provide a 30 days advance notice of its intention to do so stating the reasons for such termination or cancellation and date on which such termination will take effect. Furthermore, Lenovo shall be suitably compensated and a cancellation termination fee of not less than 50 % of the overall cost of all the POs shall be payable by Canara Bank to Lenovo within 15 days of date on which such termination notice is issued. However, in no event can Canara Bank cancel any POs once the products are shipped by Lenovo.	Bidder has to comply with RFP terms.
64	26	F. OWNERSHIP & AWARDING OF CONTRACT	11. Order Cancellation/Termination of Contract:	11.4. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder.	Seeking for a maximum cap if that scenario exist	Bidder has to comply with RFP terms.
65	26	F. OWNERSHIP & AWARDING OF CONTRACT	11. Order Cancellation/Termination of Contract:	11.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Seeking for a maximum cap if that scenario exist	Bidder has to comply with RFP terms.
66	26	F. OWNERSHIP & AWARDING OF CONTRACT	11. Order Cancellation/Termination of Contract:	11.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.	Intimation to the bidder by providing details of the dues by bidder with reasonable time period of 7 days to respond to the dues sought for as an adjustment by the Bank.	Bidder has to comply with RFP terms.
67	26	F. OWNERSHIP & AWARDING OF CONTRACT	12. Distribution of Purchase order:	12.3. The Bank reserves the right to split the quantities amongst L1 and L2 vendors for each item in proportions of 70:30 provided L2 vendors in each item is willing to match all the prices/rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.	We request Bank to incorporate split order clause in 50:30:20 ratio between L1, L2 & L3 bidders if L2 & L3 is ready to match L1 price	Bidder has to comply with RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
68	26	F. OWNERSHIP & AWARDING OF CONTRACT	11	Order Cancellation / Termination of Contract & Effect of Termination	HP requests Bank to cancel the order or terminate the contract only upon a material breach of the order or contract by HP, which remains uncured despite a prior notice of 30 days from the Bank, and not otherwise. Further, in case of any such cancellation or termination, HP requests the Bank not to invoke the PBG or deduct any loss from the outstanding payment due to HP.	Bidder has to comply with RFP terms.
69	26	F. OWNERSHIP & AWARDING OF CONTRACT	12. Distribution of Purchase order:	12.3. The Bank reserves the right to split the quantities amongst L1 and L2 vendors for each item in proportions of 70:30 provided L2 vendors in each item is willing to match all the prices/rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.	We request you to change it to 60:40, all the banks and PSU follow 60:40 ratio.	Bidder has to comply with RFP terms.
70	28	G. GENERAL CONDITIONS:	14. Indemnity	<p><u>14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</u></p> <p>14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p>	1.1. Either party shall keep and hold the other party indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the other party arising out of:	Bidder has to comply with RFP terms.
71	28	G. GENERAL CONDITIONS:	14. Indemnity	<p>14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p><u>14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</u></p> <p>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p>	1.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by either party;	Bidder has to comply with RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
72	28	G. GENERAL CONDITIONS:	14. Indemnity	<p>14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p><u>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</u></p>	1.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by either party;	Bidder has to comply with RFP terms.
73	28	G. GENERAL CONDITIONS:	7. Negligence	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	Request the clause may be invoked only if there is gross Negligence. Seeking for a maximum cap, if that scenario exist.	Bidder has to comply with RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
74	28	G. GENERAL CONDITIONS:	14. Indemnity	<p><u>14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</u></p> <p>14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p>	<p>Clause to be modified as under:</p> <p>Indemnity</p> <p>14.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actual, proven and direct actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.1.1 The breach, default or non-performance of undertakings, representation and warranties, covenants or obligations by the bidder;</p> <p>14.1.2 Any contravention or No-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>14.2 The bidder shall indemnify, protect and save the Bank against all actual, proven and direct claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p>14.2.1 All indemnities shall service notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>14.2.2 The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement</p>	Bidder has to comply with RFP terms.
75	28	G. GENERAL CONDITIONS:	23. Resolution of Disputes	<p>All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.</p>	<p>Following para to be added as under:</p> <p>Cost of Arbitration shall be borne by parties equally.</p>	Bidder has to comply with RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
76	28	G. GENERAL CONDITIONS:	6. Inspection of Records	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.	It is HP's understanding that the external auditor appointed by the bank will not be a business rival or competitor of HP and that the audit will commence only with a prior notice of 10 days to HP. It is HP's further understanding that HP's internal processes and policies, end customer data, subcontractor's commercials etc. will not be a part of the audit and that the findings of the audit will not be used for any renegotiation of the price or the overall scope. Bank is requested to kindly confirm this understanding.	Bidder has to comply with RFP terms.
77	28	G. GENERAL CONDITIONS:	14. Indemnity	14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder; <u>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</u>	HP requests the Bank to kindly limit indemnity claims to the extent of losses sustained by breach of applicable laws and IPR claims only.	Bidder has to comply with RFP terms.
78	30	Annexure-2	Eligibility Criteria Declaration Point no. b	<u>Eligibility Criteria:</u> Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed All-in-One Desktop Computers and Microsoft Operating Systems. Or Authorized Indian supplier/Distributor/ Partner/System Integrator (SI) of proposed Computer Hardware items with past 3 years of presence in India. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Bidder has to submit and Undertaking Letter stating that Bidder is Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) of the proposed Software/ Solution. If the bidder is an Authorized Indian Supplier/Distributor/Partner/System Integrator, an Authorization letter from the OEMs of respective hardware items to deal/market their product in India and it should be valid for a minimum period of Six years from the date of submission of Bid.	We request you to change it to 5 years instead of 6 years.	Bidder has to comply with RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
79	31	Annexure-2	Eligibility Criteria Declaration Point no. e	<p><u>Eligibility Criteria:</u> The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.</p> <p><u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>	We request you to change it to All in Ones/Desktops (as the all in ones come under desktop category) and also consider bidder/OEM. We also request you to include private banks and NFBC in the customer list. In case the OEM is bidding directly we request you to consider PO copies of authorized partners of the particular OEM.	<p><u>The Eligibility Criteria is amended as under:</u> e. The Bidder should have supplied and installed at least 500 numbers (in each state) of Desktop Computer/All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/BFSI. Out of the above orders Bidder must have supplied the Desktop Computer/All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/BFSI.</p> <p><u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>
80	31	Annexure-2	Eligibility Criteria Declaration Point no. e	<p><u>Eligibility Criteria:</u> The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.</p> <p><u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>	<p>Request amendment to change it to</p> <p>The Bidder/OEM should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers/Desktop PC in at least 10 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder/OEM must have supplied the All-in-One Desktop computers/Desktop PC for more than 5 States across India in a single OR MULTIPLE order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.</p>	<p><u>The Eligibility Criteria is amended as under:</u> e. The Bidder should have supplied and installed at least 500 numbers (in each state) of Desktop Computer/All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/BFSI. Out of the above orders Bidder must have supplied the Desktop Computer/All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/BFSI.</p> <p><u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
81	31	Annexure-2	Eligibility Criteria Declaration Point no. e	<p><u>Eligibility Criteria:</u> The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.</p> <p><u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>	<p><u>Request Bank to modify the clause as below:</u> The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers or PC Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the All-in-One Desktop Computers or PC Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.</p>	<p><u>The Eligibility Criteria is amended as under:</u> e. The Bidder should have supplied and installed at least 500 numbers (in each state) of Desktop Computer/All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/BFSI. Out of the above orders Bidder must have supplied the Desktop Computer/All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/BFSI. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>
82	31	Annexure-2	Eligibility Criteria Declaration Point no. e	<p><u>Eligibility Criteria:</u> The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.</p> <p><u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>	<p><u>CHANGE NEEDED</u> Should be removed for Micro PC Category <u>REMARKS/REASON FOR CHANGE</u> Micro PC is the new form factor and the implementation of all MNC also will be less. If you consider the overall Micro PC deployments ITI have more than 10,000 Deployments which will be the highest even compared to all Leading MNCs</p>	<p><u>The Eligibility Criteria is amended as under:</u> e. The Bidder should have supplied and installed at least 500 numbers (in each state) of Desktop Computer/All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/BFSI. Out of the above orders Bidder must have supplied the Desktop Computer/All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/BFSI. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>



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83	31	Annexure-2	Eligibility Criteria Declaration Point no. e	<p>Eligibility Criteria: The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.</p> <p>Documents to be submitted with Part A-Conformity to Eligibility Criteria: Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>	<p>Request Bank to change the clause as " Bidders should have supplied at least 500 numbers of Desktop Computers to Public Sector Bank/PSU/ Financial Institution/Govt. Departments at least 15 states in last five financial years"</p> <p>OR</p> <p>Request Bank to change the clause as " Bidders should have supplied All-in-Desktop Computers to Public Sector Bank/PSU/ Financial Institution/Govt. Departments in at least 15 states in last five financial years."</p>	<p>The Eligibility Criteria is amended as under: e. The Bidder should have supplied and installed at least 500 numbers (in each state) of Desktop Computer/All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/BFSI. Out of the above orders Bidder must have supplied the Desktop Computer/All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/BFSI.</p> <p>Documents to be submitted with Part A-Conformity to Eligibility Criteria: Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>
84	31	Annexure-2	Eligibility Criteria Declaration Point no. f	<p>Eligibility Criteria: The Bidder should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.</p> <p>Documents to be submitted with Part A-Conformity to Eligibility Criteria: The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4. In Case Bidder is having Service /Support Office for only 15 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 09 Locations from their partner's/franchises' Service Center as per RFP terms. Bidder also has to provide the contact details as per Annexure-4.</p>	<p>Request Bank to modify the clause as below: The Bidder/OEM should have their own Service /Support Office in at least 12 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.</p>	Bidder has to comply with RFP Terms.
85	31	Annexure-2	Eligibility Criteria Declaration Point no. f	<p>Eligibility Criteria: The Bidder should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.</p> <p>Documents to be submitted with Part A-Conformity to Eligibility Criteria: The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4. In Case Bidder is having Service /Support Office for only 15 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 09 Locations from their partner's/franchises' Service Center as per RFP terms. Bidder also has to provide the contact details as per Annexure-4.</p>	<p>Request Amendment The bidder should have their own service/support office/field engineer in at least 10 out of 24 circle office locations of the bank as mentioned in annexure -4 of the RFP</p>	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
86	31	Annexure-2	Eligibility Criteria Declaration Point no. g	<u>Eligibility Criteria:</u> The Bidder should have their own of franchises' Service /Support Office in at least 150 out of 176 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4. In Case Bidder is having Service /Support Office for only 150 Regional Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 26 Locations from their nearest Service Center as per RFP terms.	Amendment Request The bidder should have their own of franchises services/support offices/ Field support engineer available in at least 50 out of 174 regional office locations of the bank as mentioned in Annexure -4 of the RFP	<u>The Eligibility Criteria is amended as under:</u> g. The Bidder should have their own or their franchises' Service /Support Office in at least 150 out of 176 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4. In Case Bidder is having Service /Support Office for only 150 Regional Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 26 Locations from their nearest Service Center as per RFP terms.
87	31	Annexure-2	Eligibility Criteria Declaration Point no. g	<u>Eligibility Criteria:</u> The Bidder should have their own of franchises' Service /Support Office in at least 150 out of 176 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4. In Case Bidder is having Service /Support Office for only 150 Regional Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 26 Locations from their nearest Service Center as per RFP terms.	<u>Request Bank to modify the clause as below:</u> The Bidder/OEM should have their own of franchises' Service /Support Office in at least 60 out of 174 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP	<u>The Eligibility Criteria is amended as under:</u> g. The Bidder should have their own or their franchises' Service /Support Office in at least 150 out of 176 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4. In Case Bidder is having Service /Support Office for only 150 Regional Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 26 Locations from their nearest Service Center as per RFP terms.
88	32	Annexure-2	Eligibility Criteria Declaration Point no. i	<u>Eligibility Criteria:</u> Minimum 10,000 Nos. of All-in-One Desktop Computers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2017 to 31/03/2020. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies Or reference Letters duly mentioning the Make and quantity of the All-in-One Desktop Computers from the Customers to this effect are to be submitted.	We supplied through GEM and Tenders. Pls. allow sharing PO Reference Number.	Bidder has to comply with RFP Temrs.



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89	32	Annexure-2	Eligibility Criteria Declaration Point no. i	<u>Eligibility Criteria:</u> Minimum 10,000 Nos. of All-in-One Desktop Computers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2017 to 31/03/2020. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies Or reference Letters duly mentioning the Make and quantity of the All-in-One Desktop Computers from the Customers to this effect are to be submitted.	<u>CHANGE NEEDED</u> Should have supplied min. 8000 units incase of Micro PC category <u>REMARKS/REASON FOR CHANGE</u> Though this category replaces desktop procurement across Globe, in India MNCs are not promoting this due to inventories and logistics. Hence the implementation is less. However ITI Has more than 8,000 Units across India including Air India and all leading verticals like, Health, Education, Finance Etc.	Bidder has to comply with RFP Temrs.
90	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. d	<u>c. Form Factor :</u> "All-in-one" with USB key board and mouse. All-in-One should have stand with tilt feature.	<u>CHANGE NEEDED</u> All in One/Micro PC <u>REMARKS/REASON FOR CHANGE</u> Micro PC which is mounted behind monitor meets and exceeds all functionalities of All-in One PCs. Micro PC also has the flexibility of easy deployment, repair, energy savings etc. With current situations like Pandemic, all in Ones can be quickly connected to any HDMI Screens like, Projector, regular TV ETC. With Internet availability any Screen can be converted into a PC with full functionality. All in Ones are End of Life and all leading manufacturers are moving towards Micro PC. Please find attached a study conducted by DELL	Bidder has to comply with RFP Temrs.
91	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. d	<u>d. Monitor:</u> 21" or Higher with Antiglare and LED Backlight. Aspect Ratio of 16:9, 1000:1 (Brightness). Resolution Full HD (1920x1080), Built in speaker.	Kindly clarify what is "1000:1". Brightness is measured in Nits. We suggest to include 250 nits or greater for brightness. We also suggest that the Contrast Ratio be 700:1	Bidder has to comply with RFP Temrs.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
92	33	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank Point No. e	e. CPU: Intel® Core™ 9th Gen i5-9500T processors (2.20 GHz base frequency, 3.70 GHz Turbo frequency, 9MB Cache, 6 cores, 6 threads) or equivalent or Higher	<u>CHANGE NEEDED</u> Intel Core i3 8th Generation processor, 2.3 Ghz or above with 4 MB Cache or equivalent/higher. <u>REMARKS/REASON FOR CHANGE</u> ITI Uses Higher Performance/Watt Intel Core i3 8130U Processor. Intel Uses a technology of variable Frequency Adaption which ensures scaling up performance in the need of higher computing demand in their premium U series Processor. By setting a base Processor speed of 3.4 Ghz unecessarily sets up higher TDP environment which in turn ensure higher consumption of electricity. Intel U series 15W TDP based processor has the scalability upto 3.4 Ghz in the event of higher computing demand. This change does not commercially impact other bidders since Core i3 8130U is a higher priced processor USD 284 while regular Core i3 8130 and Core i3 8130T with higher TDP of 55 W is costing only USD 117.	<u>Technical Specification is amended as under:</u> "e. CPU: Intel® Core™ 9th Gen i5-9500T processor or equivalent i5 9th/10th Gen Processor or equivalent AMD Ryzen 5 Processor or higher with Minimum specification of "2.20 GHz base frequency, 3.70 GHz Turbo frequency, 9MB Cache, 6 cores, 6 threads". If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the certificate from the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark b. PC Mark"
93	33	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank Point No. e	e. CPU: Intel® Core™ 9th Gen i5-9500T processors (2.20 GHz base frequency, 3.70 GHz Turbo frequency, 9MB Cache, 6 cores, 6 threads) or equivalent or Higher	We request you to include 10th Generation processor with 2.0 GHz , 12 MB cahce	<u>Technical Specification is amended as under:</u> "e. CPU: Intel® Core™ 9th Gen i5-9500T processor or equivalent i5 9th/10th Gen Processor or equivalent AMD Ryzen 5 Processor or higher with Minimum specification of "2.20 GHz base frequency, 3.70 GHz Turbo frequency, 9MB Cache, 6 cores, 6 threads". If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the certificate from the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark b. PC Mark"
94	33	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank Point No. e	e. CPU: Intel® Core™ 9th Gen i5-9500T processors (2.20 GHz base frequency, 3.70 GHz Turbo frequency, 9MB Cache, 6 cores, 6 threads) or equivalent or Higher	Kindly include AMD Processor option in the processor specification as below: <u>"Intel Core 9th Gen i5 or AMD Ryzen 5 or equivalent or Higher processor with 35W TDP or less"</u> AMD Ryzen 5 processors are based on <u>leading 12nm process technology</u> and is technically competitive against competition. Inclusion of AMD Processor will enable healthy competition and help the Bank to get technically competitive product at an optimum price point Also, it will allow all the Major OEM's an option to quote AMD Ryzen 5 product and hence this will increase competition and the department will benefit on the pricing. There will be a huge cost saving to the Bank.	<u>Technical Specification is amended as under:</u> "e. CPU: Intel® Core™ 9th Gen i5-9500T processor or equivalent i5 9th/10th Gen Processor or equivalent AMD Ryzen 5 Processor or higher with Minimum specification of "2.20 GHz base frequency, 3.70 GHz Turbo frequency, 9MB Cache, 6 cores, 6 threads". If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the certificate from the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark b. PC Mark"



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95	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. e	e. CPU: Intel® Core™ 9th Gen i5-9500T processors (2.20 GHz base frequency, 3.70 Ghz Turbo frequency, 9MB Cache, 6 cores, 6 threads) or equivalent or Higher	Can We Quote 10th GEN i5-10210U, 4 Cores base Frequency 1.6GHZ, Turbo Frequency 4.2GHZ, Cache 6MB.	<u>Technical Specification is amended as under:</u> e. CPU: Intel® Core™ 9th Gen i5-9500T processor or equivalent i5 9th/10th Gen Processor or equivalent AMD Ryzen 5 Processor or higher with Minimum specification of "2.20 GHz base frequency, 3.70 Ghz Turbo frequency, 9MB Cache, 6 cores, 6 threads". If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the certificate from the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark b. PC Mark"
96	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. e	e. CPU: Intel® Core™ 9th Gen i5-9500T processors (2.20 GHz base frequency, 3.70 Ghz Turbo frequency, 9MB Cache, 6 cores, 6 threads) or equivalent or Higher	Intel Core 10th Gen i5-10400T processors (2GHz base frequency, 3.60 GHz turbo frequency, 12MB Cache, 6 Cores, 12 threads)	<u>Technical Specification is amended as under:</u> e. CPU: Intel® Core™ 9th Gen i5-9500T processor or equivalent i5 9th/10th Gen Processor or equivalent AMD Ryzen 5 Processor or higher with Minimum specification of "2.20 GHz base frequency, 3.70 Ghz Turbo frequency, 9MB Cache, 6 cores, 6 threads". If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the certificate from the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark b. PC Mark"
97	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. e	e. CPU: Intel® Core™ 9th Gen i5-9500T processors (2.20 GHz base frequency, 3.70 Ghz Turbo frequency, 9MB Cache, 6 cores, 6 threads) or equivalent or Higher	To be changed as core i5 (9th Generation) or equivalent AMD Ryzen 5 processor	<u>Technical Specification is amended as under:</u> e. CPU: Intel® Core™ 9th Gen i5-9500T processor or equivalent i5 9th/10th Gen Processor or equivalent AMD Ryzen 5 Processor or higher with Minimum specification of "2.20 GHz base frequency, 3.70 Ghz Turbo frequency, 9MB Cache, 6 cores, 6 threads". If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the certificate from the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark b. PC Mark"



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98	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. f	<u>f. Memory:</u> 8X1 GB DDR4 RAM-2666 MHz or higher expandable upto 32 GB or more with minimum 2 DIMM Slots.	To be changed 2400 Mhz or higher.	<u>Technical Specification is amended as under:</u> "f. Memory: 1X8 GB DDR4 RAM-2666 MHz or higher expandable upto 32 GB or more with minimum 2 DIMM Slots."
99	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. f	<u>f. Memory:</u> 8X1 GB DDR4 RAM-2666 MHz or higher expandable upto 32 GB or more with minimum 2 DIMM Slots.	TYPO Error: 1x8GB DDR4 RAM 2666 MHz or higher expandable upto 32GB or More with minimum 2 dimm slots	<u>Technical Specification is amended as under:</u> "f. Memory: 1X8 GB DDR4 RAM-2666 MHz or higher expandable upto 32 GB or more with minimum 2 DIMM Slots."
100	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. h	<u>h. Front Side Bus Speed:</u> Minimum 800 MHz	Kindly clarify which component speed this is referring to	This RFP Clause stands deleted.
101	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. h	<u>h. Front Side Bus Speed:</u> Minimum 800 MHz	<u>Kindly remove this clause.</u> As FSB is an old technology and modern interconnects are proprietary for Intel and AMD. Since, bank has asked for new processors and compatible chipset, hence bank will get the system with the latest interconnect technology supporting both Intel and AMD platforms.	This RFP Clause stands deleted.
102	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. i	<u>i. Chipset:</u> Intel® B360/Q370 or higher chipset motherboard.	Intel B360/Q370 or Higher chipset Motherboard or <u>AMD B Series/compatible OEM Motherboard.</u>	<u>Technical Specification is amended as under:</u> "i. Chipset: Intel® B360/Q370/H370 Or equivalent AMD X570, X470, B450 or equivalent or higher chipset motherboard. Bus Speed should be minimum 8GT/s"
103	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. i	<u>i. Chipset:</u> Intel® B360/Q370 or higher chipset motherboard.	We have OEM Motherboard Chipset. Pls. accept	<u>Technical Specification is amended as under:</u> "j. Graphics: Intel UHD Graphics or equivalent AMD Radeon or higher with minimum 2 GB shared/dedicated memory"



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104	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. i	i. <u>Chipset:</u> Intel® B360/Q370 or higher chipset motherboard.	To be changed to Q370 or equivalent OEM motherboard	<u>Technical Specification is amended as under:</u> "i. Chipset: Intel® B360/Q370/H370 Or equivalent AMD X570, X470, B450 or equivalent or higher chipset motherboard. Bus Speed should be minimum 8GT/s"
105	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. j	j. <u>Graphics:</u> Intel UHD Graphics or equivalent or higher.	Kindly amend this clause as below: "Intel® UHD Graphics or AMD Radeon Graphics or higher" Since, AMD has Radeon integrated graphics, so request you to include the above.	<u>Technical Specification is amended as under:</u> "j. Graphics: Intel UHD Graphics or equivalent AMD Radeon or higher with minimum 2 GB shared/dedicated memory"
106	33	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. j	j. <u>Graphics:</u> Intel UHD Graphics or equivalent or higher.	To be changed as UHD graphics	<u>Technical Specification is amended as under:</u> "j. Graphics: Intel UHD Graphics or equivalent AMD Radeon or higher with minimum 2 GB shared/dedicated memory"
107	34	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. m	m. <u>Hard Disk Drive:</u> 512 GB SSD upgradable up to 1TB SSD.	Pls. accept 1TB HDD also	<u>Technical Specification is amended as under:</u> "m. Hard Disk Drive: minimum 512 GB SSD."
108	34	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. m	m. <u>Hard Disk Drive:</u> 512 GB SSD upgradable up to 1TB SSD.	To be changed as 512 GB SSD. We can upgrade storage option by opting for additional HDD. There is no concept of upgradability in the case of HDD.	<u>Technical Specification is amended as under:</u> "m. Hard Disk Drive: minimum 512 GB SSD."
109	34	Annexure 7	Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. p	p. <u>Ports:</u> 5 USB or higher (min. 2 USB 3.1), (1 Microphone & 1 Headphone or One Headphone/ microphone combo pack (3.5mm)), 1 Audio Out, 1 RJ45 Ethernet port, HDMI 2.0 or above.	To be changed as 4 USB or higher (min. 2 USB 3.1), (1 Microphone & 1 Headphone or One Headphone/ microphone combo pack (3.5mm)), 1 RJ45 Ethernet port, HDMI or above.	<u>Technical Specification is amended as under:</u> p. Ports: i. Five (5) USB ports or higher on board (min. 2 USB 3.0 ports) / Four (4) USB ports on board (min. 2 USB 3.0 ports) and USB 3.0 Hub with minimum 35cms cable (min. 4 ports) ii. One (1) serial audio ports for microphone & head phones /(Combo) iii. RJ45 Ethernet port, iv. HDMI 2.0 or above."

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
110	34	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank Point No. p	<u>p. Ports:</u> 5 USB or higher (min. 2 USB 3.1), (1 Microphone & 1 Headphone or One Headphone/ microphone combo pack (3.5mm)), 1 Audio Out, 1 RJ45 Ethernet port, HDMI 2.0 or above.	We recommend to include "HDMI (or) Display port (DP)" since both are digital ports supporting 4K resolution. Most external displays are with Display Port connectivity today. We also recommend to include a Type-C USB port for future proofing your investment	<u>Technical Specification is amended as under:</u> <u>p. Ports:</u> i. Five (5) USB ports or higher on board (min. 2 USB 3.0 ports) / Four (4) USB ports on board (min. 2 USB 3.0 ports) and USB 3.0 Hub with minimum 35cms cable (min. 4 ports) ii. One (1) serial audio ports for microphone & head phones /(Combo) iii. RJ45 Ethernet port, iv. HDMI 2.0 or above."
111	34	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank Point No. r	<u>r. Key board:</u> 104 Keys Mechanical (Windows & Linux Compatible) with Rupee symbol on keyboard. Should have 50 Million characters keystroke life.	Mechanical Keyboard comes with a 1 year warranty only. Kindly confirm if this is ok. Alternatively, we suggest the normal OEM keyboard be considered which has the same warranty duration as the desktop.	Bidder has to comply with RFP Terms.
112	34	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank Point No. t	<u>t. Power Supply:</u> OEM Standard External Power Supply (Adaptor with Input :100-240 V, 50-60 Hz).	We request you to change it to 90watts or higher	Bidder has to comply with RFP Terms.
113	34	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank Point No. u	<u>u. Operating System (OS):</u> Genuine Windows 10 Professional 64 Bit with Recovery DVD should be loaded with the image given by the Bank.	Loading the desktop with Windows 10 Professional OS with the image given by the bank is agreed upon. However, we recommend that the requirement for Recovery DVD with each system be removed. The AIO desktop specification does not include an Optical Drive (no DVD drive). Also, this will only add to cost and e-waste (in most systems they will never be used). Moreover, the OS installation and re-installation will be managed by the bidder. The bidder will provide media for same during this process as per RFP SOW. Hence, the bank will not be needing the Recovery DVD.	<u>Technical Specification is amended as under:</u> <u>u. Operating System (OS):</u> Genuine Windows 10 Professional 64 Bit should be pre-installed in the All-in-One Desktop Computers. Recovery media should be loaded in the D drive of the Hard Disk of the All-in-One Desktop Computers.
114	34	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank Point No. v	<u>v. Certifications:</u> OS Certifications - Win Logo 10 OS, Linux, RoHS and EPR Certificate or better Certifications.	We request you to change it to Win 10/Linux.	<u>Technical Specification is amended as under:</u> <u>v. Certifications:</u> OS Certifications - Win Logo 10 OS, RoHS and EPR Certificate or better Certifications."



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115	34	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank Point No. v	<u>v. Certifications:</u> OS Certifications - Win Logo 10 OS, Linux, RoHS and EPR Certificate or better Certifications.	Linux Certification to be removed or can mention Linux Compatible as per last year RFP. EPR or equivalent to be included	<u>Technical Specification is amended as under:</u> "v. Certifications: OS Certifications - Win Logo 10 OS, RoHS and EPR Certificate or better Certifications."
116	34	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank Point No. x	<u>x. Other Technical Requirements:</u> OS installation/re-installation should be done by the successful bidder in case of any error/ corrections/corruption in OS without any extra cost to the Bank. Bank will inform the partition at the time of placing LOI/Order. Bidder has to configure the Backup of the Drive in the nearest AIO/PC available at the Branch/Office.	Request you to explain what is expected	Bidder has to comply with RFP Terms.
117	34	Annexure 7	Technical Requirements for All-In-One Desktop Computers in Canara Bank	NA	For enhanced security on the Desktop, we recommend that TPM 2.0 Security Chip (discrete/integrated) be added to the specification. This is already present in the Laptop configuration. We recommend it should be included in the Desktop configuration as well so that the bank's assets are secured.	<u>New Technical Specification is added as under:</u> "y. Security: TPM 2.0 Security Chip (discrete/ integrated) "
118	34	Annexure-8	Scope of Work Point No.10	10. The successful Bidder has to ensure the transferring of Data/Files/installed software from old Desktop Computers (if any) to the supplied All-in-One Desktop Computer as required by the Bank. Data transfer shall be done through USB or LAN without any extra cost. The successful Bidder is also required to transfer user files to new All-in-One Desktop Computers from old Desktop Computers in branch/office and after data transfer the old Desktop Computers should be formatted without any additional cost.	We request the Bank to confirm approx data size to be transferred from one PC to another.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
119	34	35	Annexure-8	Scope of Work Point No.11	Bidder has to arrange for taking backup of existing Desktops for data migration from the existing machine to new machine in case of replacement of Desktops Computers. The following activity also to be completed by the Bidder while installation of the Desktops in the Branches / Offices :- a. Installation of MS Office (Wherever required). b. Installation of Antivirus. c. Installation of Unicode Hindi fonts and other utilities. d. Making necessary configuration required for working of FlexCube and Biometric device installation and ensure functioning of CBS application e. Joining with Bank's Active Directory and PC naming. f. E Settings, Printer settings, Email Configuration etc. to be done and the same will be provided to the bidder. g. The required software will be provided by the bank. Bidder has to update the OS patches also for entire contract period.	Bidder has to comply with RFP Terms.
120	35	Annexure-8	Scope of Work Point No. 8	8. Installation/Configuration of Existing Antivirus solution (Bank is having necessary Licence) and Migrating the All-in-One Desktop Computers to Desktop Management System (DMS). Migration steps will be provided to the selected Bidder.	Flexcube and Antivirus installation will be done onsite	Bidder has to comply with RFP Terms.

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
121	35	Annexure-8	Scope of Work Point No.11	Bidder has to arrange for taking backup of existing Desktops for data migration from the existing machine to new machine in case of replacement of Desktops Computers. The following activity also to be completed by the Bidder while Installation of the Desktops in the Branches / Offices :- a. Installation of MS Office (Wherever required). b. Installation of Antivirus. c. Installation of Unicode Hindi fonts and other utilities. d. Making necessary configuration required for working of FlexCube and Biometric device installation and ensure functioning of CBS application e. Joining with Bank's Active Directory and PC naming. f. E Settings, Printer settings, Email Configuration etc. to be done and the same will be provided to the bidder. g. The required software will be provided by the bank. Bidder has to update the OS patches also for entire contract period.	We request that the Bank share the Standard Operating Procedures (SOP) of installation for hardware/software/applications	Bidder has to comply with RFP Terms.
122	36	Annexure-8	Scope of Work Point No.10	10. The successful Bidder has to ensure the transferring of Data/Files/Installed software from old Desktop Computers (if any) to the supplied All-in-One Desktop Computer as required by the Bank. Data transfer shall be done through USB or LAN without any extra cost. The successful Bidder is also required to transfer user files to new All-in-One Desktop Computers from old Desktop Computers in branch/office and after data transfer the old Desktop Computers should be formatted without any additional cost.	Please share the average size of the data to be transferred. The data transfer will be via LAN	Bidder has to comply with RFP Terms.
123	36	Annexure-8	Scope of Work Point No.11	Bidder has to arrange for taking backup of existing Desktops for data migration from the existing machine to new machine in case of replacement of Desktops Computers. The following activity also to be completed by the Bidder while Installation of the Desktops in the Branches / Offices :- a. Installation of MS Office (Wherever required). b. Installation of Antivirus. c. Installation of Unicode Hindi fonts and other utilities. d. Making necessary configuration required for working of FlexCube and Biometric device installation and ensure functioning of CBS application e. Joining with Bank's Active Directory and PC naming. f. E Settings, Printer settings, Email Configuration etc. to be done and the same will be provided to the bidder. g. The required software will be provided by the bank. Bidder has to update the OS patches also for entire contract period.	We request the Bank to provide all the necessary installer files for the installation of applications	<u>The RFP Clause is amended as under:</u> 11. Bidder has to arrange for taking backup of existing Desktops for data migration from the existing machine to new machine in case of replacement of Desktops Computers. The following activity also to be completed by the Bidder while installation of the Desktops in the Branches / Offices :- a. Installation of MS Office (Wherever required). b. Installation of Antivirus. c. Installation of Unicode Hindi fonts and other utilities. d. Making necessary configuration required for working of FlexCube and Biometric device installation and ensure functioning of CBS application e. Joining with Bank's Active Directory and PC naming. f. <u>IE Settings, Printer settings, Scanner Settings etc. to be done and the same will be provided to the bidder.</u> g. The required software will be provided by the bank. Bidder has to update the OS patches also for entire contract period."



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
124	36	Annexure-8	Scope of Work Point No.11	Bidder has to arrange for taking backup of existing Desktops for data migration from the existing machine to new machine in case of replacement of Desktops Computers. The following activity also to be completed by the Bidder while installation of the Desktops in the Branches / Offices :- a. Installation of MS Office (Wherever required). b. Installation of Antivirus. c. Installation of Unicode Hindi fonts and other utilities. d. Making necessary configuration required for working of FlexCube and Biometric device installation and ensure functioning of CBS application e. Joining with Bank's Active Directory and PC naming. <u>f. Settings, Printer settings, Email Configuration etc. to be done and the same will be provided to the bidder.</u> g. The required software will be provided by the bank. Bidder has to update the OS patches also for entire contract period.	Please suggest if there any peripherals which have be to installed onsite (scanner/printer/bio-metric devices/camera/etc)	<u>The RFP Clause is amended as under:</u> 11. Bidder has to arrange for taking backup of existing Desktops for data migration from the existing machine to new machine in case of replacement of Desktops Computers. The following activity also to be completed by the Bidder while installation of the Desktops in the Branches / Offices :- a. Installation of MS Office (Wherever required). b. Installation of Antivirus. c. Installation of Unicode Hindi fonts and other utilities. d. Making necessary configuration required for working of FlexCube and Biometric device installation and ensure functioning of CBS application e. Joining with Bank's Active Directory and PC naming. <u>f. IE Settings, Printer settings, Scanner Settings etc. to be done and the same will be provided to the bidder.</u> g. The required software will be provided by the bank. Bidder has to update the OS patches also for entire contract period."
125	36	Annexure-8	Scope of Work Point No.20	For the above setup, bidders are expected to install all the required Hardware & Software and Bank will provide only sitting space.	We request the bank to provide telephones required for call logging and support purpose. Other IT hardware equipment will be provided by the Bidder/OEM.	Bidder has to comply with RFP Terms.
126	46	Appendix-L	VENDOR RISK ASSESSMENT	VENDOR RISK ASSESSMENT	As bidder we have already submitted this to bank, do we need to submit it again.	Bidder has to comply with RFP Terms.
134	NA	Appendix-I	Pre Contract Integrity Pact	8. Fall clause 8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.	Clause to be deleted	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
135	NA	NA	NA	Additional Clause	Clause non Solicitation to be added as under; Neither party shall, directly or through a third party contractor, solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other party who is directly involved with Agreement, for 5 years after such resource has ceased to be engaged for performance of services under this Agreement. Notwithstanding the foregoing, this restriction either party may hire (a) personnel who independently respond to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other Party and (b) personnel who have separated or have been separated from the services of a party provided that the hiring Party did not solicit such separation.	Bidder has to comply with RFP Terms.
136	NA	NA	NA	Additional Clause	Termination right to be added for Bidder/Vendor as under; Bidder/Vendor may terminate this Agreement and / or any SOW upon written notice to the Bank if Bank commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the first party.	Bidder has to comply with RFP Terms.
137	NA	NA	NA	Additional Clause	Following clause to be added in payment terms: In the event of delay in installation or commissioning of	Bidder has to comply with RFP Terms.
138	NA	NA	NA	New Clause: Dollar Escalation	In case there is increase or decrease of more than 3% in dollar price, the approved price to be revised to the extent of 1% less than the actual percentage.	Bidder has to comply with RFP Terms.
139	NA	Appendix I	Integrity Pact	Integrity Pact	The Bank may kindly note that an outdated format of the Integrity Pact has been annexed to the RFP. The Integrity Pact has been revised by the CVC wherein the Fall Clause has been removed from the draft in 2011 itself. We request the Bank to kindly consider the Integrity Pact without the Fall Clause therefore for the reasons mentioned herein.	Bidder has to comply with RFP Terms.

Place: Bengaluru
Date: 02/09/2020

S.S. Sathyan
Deputy General Manager

