

Replies to Preb Queries for GEM/2025/B/6296871 dated 31/05/2025 GeM portal Selection of service provider for providing comprehensive AMC for 4500 nos. of HPE Aruba Networking Switches located PAN India branches/offices of Canara Bank for period of One Year.

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
1	66	Annexure-9 Scope of Work	D.Scope under AMC also includes the following	8.Bidder should ensure that Back-to-Back Support should be available from OEM for the contract period.	Weather it is Mandatory to Submit the MAF from OEM ?	Yes, Bidder has to submit the MAF from OEM mandatorly.
2	65	Annexure-9 Scope of Work	C. Maintenance Standard	1.All field team visiting our offices should be employees of the company, the staff strength and posted locations are to be mentioned in your response to our RFP.	Page no 55 , Clause no 14 states that Vendor can have Franchisee office and hence the field engineer in some location can be from our franchise. The clause should be modified accordingly	Bidder to refer Corrigendum-1
3	54	Annexure-2 Pre Qualification criteria	Clause No: 14	14.The Bidder should have its own/franchise Service/Support Office at all 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the Cash Recyclers.	Please Clarify " Cash Recyclers"	Bidder to refer Corrigendum-1
4	65	Annexure-9 Scope of Work	C. Maintenance Standard	3.For OS related issues in which formatting of OS is necessary, configuration backup should be done in advance and need to be restored as per satisfaction of the User after formatting.	Requirement is for Aruba Switches AMC and this clause is not applicable and hence to be removed	Bidder to refer Corrigendum-1
5	12	SECTION C Deliverable and Service Level Agreements	2. payment Terms	2.2.Bank will release the payment on completion of each quarter and on production of invoices, down time report, preventive maintenance report (as and when required by the Bank). Please note to submit Originals of invoices (plus One Copy) reflecting Taxes & Duties, satisfactory Service Report, Quarterly Preventive Maintenance Report (as and when required by the Bank) to the Bank. Penalty if any and applicable TDS will be deducted and net amount will be released to the bidder.	Request to change payment terms from Quarterly arrears to Monthly arrears.	Bidder to comply RFP terms and conditions.



