

**Pre-Bid Replies for GeM Bid ref.noGEM/2025/B/7034595 dated 30/12/2025 Supply, installation, Configuration and Maintenance of 16000 Nos. of All-in-One Desktop Computers with Three years Warranty and Two years AMC in Canara Bank**

Sl No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
1	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines Clause 1.3	1. Within 8 Weeks from the acceptance of the Purchase Order 2. 3 Weeks from the date of Delivery of All-In-One Desktop Computers	We request bank to kindly consider 1. Within 10 Weeks from the acceptance of the Purchase Order 2. 4 Weeks from the date of Delivery of All-In-One Desktop Computers 3. In case of delay in PDI date confirmation then the delivery period to be extended.	Bidder to refer the Corrigendum-1.
2	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Payment terms	Clause 4.1	We respectfully request Canara Bank to kindly consider inclusion of the following clauses in the tender/payment terms: 1. Stocking / Re-transfer/Site not ready Payment Release In case of stocking or re-transfer, the Bank may release payment within 30 days of submission of Proof of Delivery (POD).  2. Centralized Payment Release We request that payment be released centrally from the Head Office, instead of circle/regional offices.	1. Bidder to refer the Corrigendum-1. 2. Bidder to comply with RFP terms and conditions.
3	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Payment terms	Clause 4.1 Delivery: 70% Installation: 25% Warranty: 5%	We respectfully request Canara Bank to kindly consider amending the terms as follows:  Delivery: 70%  Installation: 30%  This amendment will help in reducing the Total Cost of Ownership (TCO), since bidders usually load the additional cost of deferred payments into their TCO calculations. By rationalizing the payment structure, Canara Bank will benefit through lower unit costs and more competitive bids.	Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms and conditions.
4	Annexure-2 Pre-Qualification Criteria	Clause 10	The Bidder should have supplied at least 8,000 All-In-One Desktop Computers in single/cumulative order to at least one (01) Central Govt. organization/ State Govt. organization/ PSU/ BFSI reputed Private Firms/MNCs in India during last three years as on the date of submission of bid.	We request Canara Bank to kindly consider All-In-One Desktop/Desktop computer as experince clause.  The OEM should have supplied at least 8,000 All-In-One Desktop/Desktop Computers in single/cumulative order to at least one (01) Central Govt. organization/ State Govt. organization/ PSU/ BFSI reputed Private Firms/MNCs in India during last three years as on the date of submission of bid.	Bidder to refer the Corrigendum-1.



5	Annexure-2 Pre-Qualification Criteria	Clause 11	The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 10 states of India in single/multiple orders for Central Govt. organisation/ State Govt. organisation/ PSU/ BFSI reputed Private Firms/MNCs during last three years as on the date of submission of bid.	We request Canara Bank to kindly consider All-In-One Desktop/Desktop computer as experience clause.  The OEM should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop/Desktop Computers in at least 7 states of India in single/multiple orders for Central Govt. organisation/ State Govt. organisation/ PSU/ BFSI reputed Private Firms/MNCs during last three years as on the date of submission of bid.	Bidder to refer the Corrigendum-1.
6	Annexure-10 Technical Evaluation Criteria	Clause 1, 2, 3,4,5	Technical Evaluation as per Marks	The bid has been refloated on GEM without any clarification/clear visibility of STARTUP policy for MARKING system. In regard with the above subject and clarification we again request the bank to allow us fair opportunity to participate in the tender in line with government policy. We again reiterate that if our product is not technically viable then we shall not pursue further and our bid can be rejected.  But considering GOI from Ministry of Finance for DPIIT START-UP we shall be given full marks in MARKING SYSTEM and again attaching relevant GOIs and we hope Canara Bank gives fair ground considering all below Government notification.	Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms and conditions.
7	Notification Number	Date	Ministry	Clause	
	No.F.20/2024-PPD (Pt.)	20th Sept 2016	Ministry of Finance Department of Expenditure	1. All Central Ministries/ Departments relax condition of prior turnover and prior experience in public procurement to all Start-ups [whether Micro & Small Enterprises (MSEs) or otherwise subject to meeting of quality and technical specifications  2. A doubt has arisen if it makes optional for Central Ministries/ Departments to relax the condition of prior experience and prior turnover in public procurement to Startups. In this regard, it is again clarified that normally for all public procurement, the Central Ministries/ Departments have to ensure that criteria of prior turnover and prior experience for all Startups is relaxed subject to their meeting of quality and technical specification	Bidder to comply with RFP terms and conditions.  Bidder to comply with RFP terms and conditions.
8	No. F.20-2/2014-PPD (Pt.)	27th July 2017	Ministry of Finance Department of Expenditure	Clarifying that all Central Ministries / Departments relax the condition of prior turnover and prior experience in public procurement subject to meeting of quality and technical specifications by Startups is applicable to all Startups (and not limited to manufacturing sector).	Bidder to comply with RFP terms and conditions.
9	No.2025/GeM/Policy /01	22nd Sept 2025	Government E-Marketplace	It is further advised that requirements of excessive past experience in bid not commensurate with proven experience actually required for the successful execution of contract, are restrictive. All eligibility clause of disproportionate OEM presence in India (e.g. 5110115 years) or experience conditions that exceed what is actually required for the contract execution, should be reviewed as these provisions restrict healthy participation of domestic manufacturers	Bidder to comply with RFP terms and conditions.



10	Annexure-2 (Pre-Qualification Criteria)	Annexure-2 (Pre-Qualification Criteria)	<b>Point No. 10</b>  The Bidder should have supplied at least 8,000 All-In-One Desktop Computers in single/cumulative order to at least one (01) Central Govt. organization/ State Govt. organization/ PSU/ BFSI reputed Private Firms/MNCs in India during last three years as on the date of submission of bid.	<b>Request to change as:</b>  The Bidder/OEM should have supplied at least 8,000 All-In-One Desktop/Desktops Computers in single/cumulative order to at least one (01) Central Govt. organization/ State Govt. organization/ PSU/ BFSI reputed Private Firms/MNCs in India during last three years as on the date of submission of bid.  (Since AIO also comes under in desktops)	Bidder to refer the Corrigendum-1.
11	Annexure-2 (Pre-Qualification Criteria)	Annexure-2 (Pre-Qualification Criteria)	<b>Point No. 11</b>  The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 10 states of India in single/multiple orders for Central Govt. organisation/ State Govt. organisation/ PSU/ BFSI reputed Private Firms/MNCs during last three years as on the date of submission of bid.	<b>Request to change as:</b>  The Bidder/OEM should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop/Desktops Computers in at least 10 states of India in single/multiple orders for Central Govt. organisation/ State Govt. organisation/ PSU/ BFSI reputed Private Firms/MNCs during last three years as on the date of submission of bid.  (Since AIO also comes under in desktops)	Bidder to refer the Corrigendum-1.
12	Annexure-10 (Technical Evaluation Criteria)	<b>Point No. 01</b> The Bidder Should have supplied and installed All-In-One Desktop Computers in at least one of the Central Govt./ State Govt./ PSU/ BFSI/	<b>Technical Specification</b>	<b>Request to change as:</b>  The Bidder/OEM Should have supplied and installed All-In-One Desktop/Desktops Computers in at least one of the Central Govt./ State Govt./ PSU/ BFSI/ reputed Private Firms/MNCs Organisation in last 3 years as on the date of submitting of RFP.  (Since AIO also comes under in desktops)	Bidder to refer the Corrigendum-1.
13	Annexure-10 (Technical Evaluation Criteria)	<b>Point No. 02</b> The Bidder Should have supplied and installed at least 8,000 number of All-In-One Desktop Computers (Single or Cumulative order) in at least one of the Central Govt./ State Govt./ PSU/ BFSI/ reputed Private Firms/MNCs Organisation in last 3 years as on the date of submitting of RFP.	<b>Technical Specification</b>	<b>Request to change as:</b>  The Bidder/OEM Should have supplied and installed at least 8,000 number of All-In-One Desktop/Desktops Computers (Single or Cumulative order) in at least one of the Central Govt./ State Govt./ PSU/ BFSI/ reputed Private Firms/MNCs Organisation in last 3 years as on the date of submitting of RFP.  (Since AIO also comes under in desktops)	Bidder to refer the Corrigendum-1.
14	Annexure-10 (Technical Evaluation Criteria)	<b>Point No. 03</b> The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 10 states of India in single/multiple	<b>Technical Specification</b>	<b>Request to change as:</b>  The Bidder/OEM should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop/Desktops Computers in at least 10 states of India in single/multiple orders for Central Govt./ State Govt./ PSU/ BFSI/ reputed Private Firms/MNCs Organisation in last 3 years as on the date of submitting of RFP.  (Since AIO also comes under in desktops)	Bidder to refer the Corrigendum-1.



15	Annexure-2 (Pre-Qualification Criteria)	Annexure-2 (Pre-Qualification Criteria)	Point No 10: The Bidder should have supplied at least 8,000 All- In- One Desktop Computers in single/cumulative order to at least one (01) Central Govt. organization/ State Govt. organization/ PSU/ BFSI reputed Private Firms/MNCs in India during last three years as on the date of submission of bid	We request you to consider Aio PCS / Desktop As Aio is also part Of desktop	Bidder to refer the Corrigendum-1.
16	Annexure-2 (Pre-Qualification Criteria)	Annexure-2 (Pre-Qualification Criteria)	Point No 11: The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 10 states of India in single/multiple orders for Central Govt. organisation/ State Govt.	We request you to consider Aio PCS /Desktop As Aio is also part Of desktop And qty to be 250	Bidder to refer the Corrigendum-1.
17	Annexure-2 (Pre-Qualification Criteria)	Annexure-2 (Pre-Qualification Criteria)	The Bidder/OEM should have their own OEM/Franchise Service /Support Office in at least 15 of the total number of states/Union territories	Since this will be all India supply hence request you to ask for atleast 25 Service Support office in States/UT	Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms and conditions.
18	Annexure - 9 - Technical Specification	Annexure - 9 - Technical Specification	1. Five (5) USB ports or higher on board (min. 2 USB 3.2 ports (20Gbps or higher) / Four (4) USB ports on board (min. 2 USB 3.2 ports (20Gbps or higher) and USB 3.2 Hub with minimum 35cms cable (min. 4 ports) 2. One (1) serial audio ports for microphone & head phones /(Combo) 3. Rj45 Ethernet port, 4. HDMI 2.0 or above /Display Port.	USB 3.2 is 10GBPS	Bidder to refer the Corrigendum-1.
19	Annexure - 9 - Technical Specification	Technical specification of All-In- One Desktop Computer - CPU	Sl No.5:- CPU:- The bidder should submit a PC mark 10 benchmark average score of 6000 or higher across Essential, Productivity & Digital content creation jobs. Or 3D mark CPU profile Maximum threads score of at least 9000 or higher	Request you to include Cross Mark score of 1700 or higher. Also it is recommended to replace PC Mark 10 benchmark to Procyon. Both PC Mark & Procyon are part of UL solutions. UL Solutions recommends Procyon, since it is designed to be the successor for PCMark 10 and includes Benchmarks using real-world applications for office productivity, AI inference, photo and video editing and battery life. For more details please refer below mentioned URL. <a href="https://benchmarks.ul.com/pcmark10">https://benchmarks.ul.com/pcmark10</a>  CrossMark is part of BAPCO and is an easy to run native cross-platform benchmark that measures the overall system performance and system responsiveness using models of real-world applications. For more details please refer below mentioned URL. <a href="https://bapco.com/crossmark/">https://bapco.com/crossmark/</a>	Bidder to refer the Corrigendum-1. Bidder to compy with RFP terms and conditions.



20	Annexure - 9 - Technical Specification	Technical specification of All-In-One Desktop Computer - Out of Band management	Sl No.9:- Out-of-band remote manageability of endpoint over Ethernet or Wi-Fi	Out-of-band remote manageability of endpoint over <b>Ethernet and Wi-fi</b> instead of <b>Ethernet or Wi-Fi</b> . <b>Endpoints may operate on either wired or wireless networks depending on branch infrastructure and deployment scenarios. Requiring out-of-band remote manageability over both Ethernet and Wi-Fi ensures continuous IT control and recovery regardless of the network interface in use. This reduces downtime, avoids physical IT visits, and ensures consistent, resilient endpoint management across all locations.</b>	Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms and conditions.
21	Annexure - 9 - Technical Specification	Technical specification of All-In-One Desktop Computer - Out of Band management	Sl No. 9:- Out of Band management features.	Apart from out of band management features we request you to also include below mentioned points. 1. Full hardware Remote KVM over IP (Ethernet / Wi-Fi). 2. Scheduled Wake & Maintenance. 3. Hardware-Enforced Root of Trust & Secure Remote Firmware Control. Banks operate large, geographically distributed branch networks where timely IT support and system availability are critical. 1. Full hardware-based Remote KVM over IP enables secure, real-time keyboard, video, and mouse access at the hardware level, independent of OS state, allowing IT teams to diagnose and remediate systems remotely even when the OS is unresponsive or unavailable. 2. Scheduled Wake and Maintenance capability Allows systems to be securely powered on from a fully powered-off state, enabling planned maintenance, patching, and updates during non-business hours without end-user involvement. 3. Enables hardware-based verification of system integrity during boot and allows secure remote access to BIOS/UEFI settings, ensuring protection against firmware-level attacks and enabling remote remediation even when the OS is compromised or unavailable.	Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms and conditions.
22	4 Payment Terms	Payment Terms	5% as per Table-A of Annexure-17	We request you to remove this as 5% PBG against PO need to submit. This will be additional cost to Bidder and impact pricing.	Bidder to comply with RFP terms and conditions.
23	Section C	Project timeline	Delivery/Supply of All-In-One Desktop Computers - Within 8 Weeks from the acceptance of the Purchase Order	We request you to kindly increase delivery timeline to 10 Weeks as Delivery locations are all over India and PDI is also required.	Bidder to refer the Corrigendum-1.
24	Annexure 2	Prequalification criteria	The bidder should have an average annual turnover of Rs.40 Crores during last 3 financial years (i.e., 2022-23, 2023-24 & 2024-25) from Indian operations. This must be the individual company turnover and not of any group of companies.	We request you to kindly increase turnover criteria to INR 200Cr average for three years for Bidders. Considering value of project, financial strength of bidder and smooth execution of project.	Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms and conditions.
25	Annexure 2, Point 11	Prequalification criteria	The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 10 states of India in single/multiple orders for Central Govt. organisation/ State Govt. organisation/ PSU/ BFSI reputed Private Firms/MNCs during last three years as on the date of submission of bid.	We request you to include Desktops computers, Laptops and All In one desktops in this criteria. This will allow multiple bidders to participate in BID.	Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms and conditions.



26	Annexure 9, Point 8	chipset	<p>Professional series chipset compatible with the above processor to deliver the critical security features like</p> <ul style="list-style-type: none"> <li>• Identity &amp; Credential Theft</li> <li>• Hardware-accelerated virtualization-based security</li> <li>• End point threat Detection &amp; response including Ransomware Detection and Crypto jacking Detection or better</li> <li>• Hardware-enabled Memory encryption using Enhanced security, isolation, and control.</li> <li>• Windows Secured-Core PC Support.</li> </ul> <p>Processor and Chipset should be from same OEM.</p>	<p>We request you to kindly mention Intel Or AMD Chipset series here. This will help bidder to quote compatible chipset.</p>	<p>Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms and conditions.</p>
27	Annexure-9 Technical and Functional Requirements	Ports	<ol style="list-style-type: none"> <li>1. Five (5) USB ports or higher on board (min. 2 USB 3.2 ports (20Gbps or higher) / Four (4) USB ports on board (min. 2 USB 3.2 ports (20Gbps or higher) and USB 3.2 Hub with minimum 35cms cable (min. 4 ports)</li> <li>2. One (1) serial audio ports for microphone &amp; head phones / (Combo)</li> <li>3. Rj45 Ethernet port,</li> <li>4. HDMI 2.0 or above / Display Port.</li> </ol>	<p>The majority of PCs and All-in-One systems in banks are connected to fingerprint readers, scanners, keyboards, and mouse devices through USB ports. These peripherals operate at speeds of up to 5 Gbps or 10 Gbps, and connecting them to a 20 Gbps USB port does not result in any noticeable performance improvement. As these are low-bandwidth devices, higher throughput is not required.</p> <p>Accordingly, we request that the requirement be revised as follows:</p> <p>“Five (5) USB ports or higher on board (minimum two [2] USB 3.2 ports) / Four (4) USB ports on board (minimum two [2] USB 3.2 ports) along with a USB 3.2 hub with a minimum 35 cm cable (minimum four [4] ports).”</p> <p>This revision would enable wider participation and may result in more competitive pricing.</p>	<p>Bidder to refer the Corrigendum-1.</p>
28	Project Timelines	1.3.1	<p>1.3The selected bidder should ensure Supply, Installation and Configuration of All-In-One Desktop Computers and complete all the works specified in the Scope of Work at the bank branch/office within <b>Eight (11) weeks</b> from the date of acceptance of the Purchase Order or <b>Nine (12) Weeks</b> from the date of issue of Purchase Order, whichever is earlier.</p>	<ol style="list-style-type: none"> <li>1. We understand that the timelines mentioned in the clause are Eleven and Twelve weeks respectively instead of of Eight and Nine weeks.</li> <li>2. We further request a cumulative delivery and installation period of 16 weeks (12 weeks for delivery and 4 weeks of Installation) in view of the recent supply chain shortages of some important components. Please confirm</li> </ol>	<p>Bidder to refer the Corrigendum-1.</p>
29	Penalties & Liquidated Damages	5.1.2	<p>5.1.2Non-compliance of the installation &amp; Configuration clauses 1.3.1 of Section-C will result in the Bank imposing penalty 0.50% on delay in installation &amp; Configuration per All-In-One Desktop Computer, per week or part thereof, on the value of the All-In-One Desktop Computers not installed &amp; Configured as per Table-A of Annexure-17.</p> <p>5.1.2Non-compliance of the installation &amp; Configuration clauses 1.3.1 of Section-C will result in the Bank imposing penalty 0.50% on delay in installation &amp; Configuration per All-In-One Desktop Computer, per week or part thereof, on the value of the All-In-One Desktop Computers not installed &amp; Configured as per Table-A of Annexure-17.</p>	<p>We understand that there will be no penalty applicable for delivery and installation in case there is a stippage in the individual timelines for Delivery and Instalaltion, howeere we are able to meet the cumulative delivery and installation timeline as given in the RFP. Please confirm</p>	<p>Bidder to comply with RFP terms and conditions.</p>
30	Annual Maintenance Contract	7	<p>7.1 <b>The Bank may enter into Annual Maintenance Contract (AMC) with the Bidder after completion of respective warranty periods.</b></p>	<p>As per the Commercial Bid template, bidder needs to submit the TCO price inclusive of AMC, therefore we understand that the AMC order will be placed upfront along with <b>Hardware and 3 years warranty</b>. Kindly confirm</p>	<p>Bidder to comply with RFP terms and conditions.</p>



31	Scope of Work	8A	Successful Bidder has to deploy OS along with Bank software/s as per the SOP provided by the Bank.	We request Bank's confirmation if Bank's image needs to be factory installed or it needs to be installed at the time of field installation	Details will be shared with successful bidder.
32	Scope of Work	21	Recovery of Data: Recovery of operating system and restoration of system applications. Replacement of SSD: New SSD to be replaced without no cost to the Bank, the data in the existing SSD to be destroyed in-Presence of the Bank official.	We understand that as per this clause, the scope includes only restoration of OS and Applications. Kindly confirm	Bidder to comply with RFP terms and conditions.
33	Bidder Conformity	33	33.1. Bidder should ensure that, it is complying with applicable guidelines issued by RBI on outsourcing of IT services vide master direction note no: RBI/2023_24/102DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications. 33.2. Bidder should ensure to adhere applicable regulatory guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and	Since the scope of this Tender is limited to purchase and installation of hardware and the Bidder and does not include outsourcing of IT Services, we understand that this clause is inapplicable on the Bidder. Further, Bidder will not be storing Bank's data or access to Bank's Customer data; hence this clause is also inapplicable. Please confirm.	Bidder to comply with RFP terms and conditions.
34	Confidentiality and Non-Disclosure	12 and 18	12.1 The vendor /service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business / customer information, trade secrets and process of the Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), and shall not in any way disclose to anyone and the same shall be treated as the intellectual property of the Bank. The Service Provider shall ensure that the same is not used or permitted to be used in any manner incompatible inconsistent with that authorized procedure/ practice by the Bank. The Confidential Information will be safeguarded, and the Service Provider will take all necessary action to protect it against misuse, loss, destruction, alteration, or deletion thereof. Any violation of the same will be liable for action under the law.	1. Please confirm the authorized procedures and practices of the Bank as mentioned in clause 12.1 and 18.1 which the Bidder needs to conform with. 2. Since Bidder does not have access to Bank's customer related information, we understand clause 12.5 and 18.5 is inapplicable. Please confirm. 3. Since the scope of this Tender is limited to supply and installation of hardware, we understand clause 12.6 and 18.6 is inapplicable. Please confirm. 4. Since confidentiality obligations cannot survive for an indefinite period after termination of the Contract. We request that the Confidentiality obligations shall survive for a period of 1 year from the termination of the contract.	Bidder to comply with RFP terms and conditions.
35	Responsibilities of the Bidder	26	26.6. The selected bidder should abide by guidelines issued by RBI Master Direction on Outsourcing of IT Services.	1. We understand that RBI Master Direction on Outsourcing of IT Services is inapplicable in the current Tender since the scope is limited to supply and installation of PS hardware. Please confirm.	Bidder to comply with RFP terms and conditions.
36	Force Majeure	24 and 19	25.3 and 19.3 in the event of any such intervening Force Majeure, VENDOR/ SERVICE PROVIDER shall notify the BANK in writing of such circumstances and the cause thereof immediately within seven days. Unless otherwise directed by the BANK, VENDOR/ SERVICE PROVIDER shall continue to perform / tender / discharge other	1. We understand that outstanding payment obligations that accrue during the Force Majeure period for the products delivered and installation done will be paid by the Bank. Please confirm.	Bidder to comply with RFP terms and conditions.
37	Social Media Policy	20	20.1 No person of the Bank or the Vendor/Service Provider and third parties shall violate the Social Media Policy of the Bank.	1. Bank is requested to share their Social Media Policy.	Bidder to refer <a href="https://www.canarabank.bank.in/UploadFiles/Pdf/SocialmediaPolicy%20FY%202024-25%20-%20Copy.pdf">https://www.canarabank.bank.in/UploadFiles/Pdf/SocialmediaPolicy%20FY%202024-25%20-%20Copy.pdf</a>



38	General Conditions of the Contract	24 and 31	<p>24.1 The VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.</p> <p>24.2. and 31.2The VENDOR/ SERVICE PROVIDER shall adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor/Service Provider shall be liable to bank for any event for security breach and leakage of data/information</p> <p>24.3. and 31.3The VENDOR/ SERVICE PROVIDER shall abide/comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/2023-24/102</p> <p>DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.</p>	<p>1. We understand financial records of the Bidder will be excluded from the list of information that Bank will have access to. Please confirm.</p> <p>2. We understand clause 24.2 and 31.2 is inapplicable since the scope of the Tender is limited to supply and installation of PS hardware. Bidder will not be storing, capturing or processing any data of the Bank under this Tender. Please confirm.</p> <p>3. We understand clause 24.3 and 31.3 is inapplicable since Bank is not outsourcing IT Services to Bidder under this Tender. Please confirm.</p>	Bidder to comply with RFP terms and conditions.
39	Data Processing	19 and 24 Annexure- I	<p>19.1 and 24.1 Vendor/Service Provider shall comply with the Data Processing Terms and Conditions as furnished in Annexure-I and any other data protection laws applicable to the Services, which shall form part and parcel of this agreement.</p> <p>19.2 and 24.2.Once the provisions of the Digital Personal Data Protection Act, 2023 are notified, Vendor/service Provider shall be required to execute an addendum to this agreement that complies with the legal provisions envisaged under the Digital Personal Data Protection Act, 2023 and rules framed thereunder.</p>	<p>1.We understand that clauses 19.1/ 24.1 and 19.2 and 24.2 are inapplicable in the current Tender since the scope is limited to supply and installation of PS Hardware. Bidder shall not be processing any Data of the Bank and/ or its Customers under this arrangement. Please confirm.</p> <p>We understand that Annexure - I Data Processing Terms and Conditions is inapplicable since the Bidder will not be processing any Data of the Bank and/ or its Customers under this Tender. Please confirm.</p>	Bidder to comply with RFP terms and conditions.
40	Protection of Data	18 and 23	<p>Pllea refer to RFP for details</p>	<p>1.We understand that this clause is inapplicable since the Bidder will not have access to Bank and/ or its Customers under this Tender. The scope is limited to supply and installation of PS Hardware. Please confirm.</p>	Bidder to comply with RFP terms and conditions.
41	Adherence to Bank's Security/ Cybersecurity Policies	22	<p>22.1.1.VENDOR/ SERVICE PROVIDER shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines.</p> <p>22.2.In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the vendor/Service Provider shall immediately report such incident to the Bank</p>	<p>1.We understand this clause is inapplicable since the scope of this Tender is limited to supply and installation of PS Hardware. Please confirm.</p>	Bidder to comply with RFP terms and conditions.



42	Business Continuity Plan	16	<p>16.1.The service provider/vendor shall develop and establish a robust Business Continuity and Management of Disaster Recovery Plan if not already developed and established so as to ensure uninterrupted and continued services to the Bank and to ensure the agreed upon service level.</p> <p>16.2.The service provider/vendor shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Bank may consider joint testing and recovery exercise with the Service provider/vendor.</p>	<p>1.We understand that a Business Continuity Plan is applicable only in cases where the Bidder is maintaining the infrastructure of the Bank. Under this Tender, since the scope is limited to supply and installation of PS Hardware, we understand this clause is inapplicable. Please confirm.</p>	<p>Bidder to comply with RFP terms and conditions.</p>
43	Training and Handholding	14 and 12	<p>14.1. and 12.1 Vendor/Service Provider shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to:</p> <p>14.1.1. and 12.1.1 Entire back-up History but not limited to archive policies, retention policies, restore policies, schedules, target storage, backup history.</p> <p>14.1.2. and 12.1.2 Change Request Logs</p> <p>14.2. and 12.2 Assisting the new Service Provider/Bank with the complete audit of the system including licenses and physical assets</p> <p>14.3. and 12.3 Detailed walk-throughs and demos for the solution/ product/ service</p> <p>14.4. and 12.4 During the exit management period, the Vendor/Service Provider shall use its best efforts to deliver the services.</p> <p>14.5. and 12.5 Vendor/Service Provider shall hold</p>	<p>1.We understand that clause 14 and 12 is inapplicable since the scope of the Tender is limited to supply and installation of PS hardware. There is no knowledge transfer or handholding/ training required under the scope of this Tender. Please confirm.</p>	<p>Bidder to comply with RFP terms and conditions.</p>
44	Exit Management Plan	13 and 11		<p>1.Since the scope of this Tender is limited to purchase and installation of PS hardware, there is no knowledge transfer or exit management plan that is required from the Bidder. Hence this clause is inapplicable. Please confirm.</p>	<p>Bidder to comply with RFP terms and conditions.</p>
45	Intellectual Property Rights	11 and 13	<p>11.2 and 13.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, VENDOR/ SERVICE PROVIDER shall at its choice and expense:</p> <p>11.2.1 and 13.2.1. Procure for BANK the right to continue to use such deliverables.</p> <p>11.2.2 and 13.2.2. Replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables or</p> <p>11.2.3 and 13.2.3. If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/</p>	<p>1. Since the scope of this Tender is limited to supply and installation of PS Hardware, there are no Deliverables created under this Tender. We understand this clause is inapplicable. Please confirm.</p>	<p>Bidder to comply with RFP terms and conditions.</p>
46	Inspection of Records	5	<p>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 &amp; other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.</p>	<p>1. We understand the scope of this audit is limited to only records pertaining to this Tender and excludes Bidder's financial information, sub-contractor data and any other data which is confidential to the Bidder. Please confirm.</p> <p>2. We understand that cost of audit will be borne by the Bank. Please confirm.</p>	<p>Bidder to comply with RFP terms and conditions.</p>



47	Financial Loss	5.8 5.9	5.8 Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill. 5.9 Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the selected bidder.	1. Since the scope is limited to supply, installation and warranty, we understand that this clause will not be applicable on us. Applicable LD / Penalty will be as already defined in the RFP ( Clause....). Please confirm	Bidder to comply with RFP terms and conditions.
48	Execution of Agreement	10	Within 21 days from the date of acceptance of the Purchase Order/LOI or within 30 days from the date of issue of Purchase Order/LOI whichever is earlier, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per Appendix-G. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.	1. We understand that the Agreement will be as per the Terms and Conditions of the RFP. Any Terms and Conditions which are in addition or in variation to the RFP should be mutually agreed. Kindly confirm	Bidder to comply with RFP terms and conditions.
49	Order Cancellation/Termination of Contract	12	Please refer to RFP for details 12.2.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. 12.2.9. The progress made by the Vendor/Service Provider is found to be unsatisfactory.  12.9 reverse transition	1. Since the products will be purchased by the Bank and the title will vest with the Bank upon payment to HP, an attachment can't be levied on the products due to the Bidder. Hence we request for deletion of this clause since it is inapplicable. Request for deletion of this clause, as the clause is very open ended. For any delay in delivery / services, the LDs' / Penalties are already defined in the RFP. We understand that this clause is inapplicable since there is no handover and transitioning of bank's deliverables under the current scope of this tender.	Bidder to comply with RFP terms and conditions.
50			13.7. Vendor/Service Provider will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.	1. We request that this clause is removed since shadow support is not applicable in case of warranty / post warranty obligations	Bidder to comply with RFP terms and conditions.
51	Memory	Minimum 1X16 GB DDR5 RAM-2666 MHz expandable up to 64 GB or more with	Minimum 1X16 GB DDR5 RAM-4800 MHz expandable up to 64 GB or more with minimum 2 DIMM Slots.		No query mentioned
52	Mother Board	System should be able to support OS - 64 bit. System's BIOS should display the OEM's logo. The system should also support PCIe 4.0			No query mentioned



53	Chipset	<ul style="list-style-type: none"> <li>Out-of-band remote manageability of endpoint over Ethernet or Wi-Fi</li> <li>Securely starting up a system remotely, even if it is currently powered off</li> <li>Viewing asset inventory information</li> </ul>		Request you to change it to Out-of-band remote manageability of endpoint over Ethernet and Wi-Fi	Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms and conditions.
54	Ports	1. Five (5) USB ports or higher on board (min. 2 USB 3.2 ports (20Gbps or higher) / Four (4) USB ports on board (min. 2 USB 3.2 ports (20Gbps or higher) and USB 3.2 Hub with minimum		<p>1. Five (5) USB ports or higher on board (min. 1 USB 3.2 ports (20Gbps or higher) / Four (4) USB ports on board (min. 1 USB 3.2 ports (20Gbps or higher) and USB 3.2 Hub with minimum 35cms cable (min. 4 ports)</p> <p>One (1) audio ports for microphone &amp; head phones /(Combo)</p>	Bidder to refer the Corrigendum-1.
55	Power Supply	OEM Standard External Power Supply	OEM Standard Internal/ External Power Supply		No query mentioned
56	Annexure-9 Technical and Functional Requirements	Chipset	<p>Professional series chipset compatible with the above processor to deliver the critical security features like</p> <ul style="list-style-type: none"> <li>Identity &amp; Credential Theft</li> <li>Hardware-accelerated virtualization-based security</li> <li>End point threat Detection &amp; response including Ransomware Detection and Crypto jacking Detection or better</li> <li>Hardware-enabled Memory encryption using Enhanced security, isolation, and control.</li> <li>Windows Secured-Core PC Support.</li> </ul> <p>Processor and Chipset should be from same OEM.</p>	The features mentioned in the specifications can be delivered through a combination of the PRO Series Chipset and the PRO Series Processor. Accordingly, we request that the requirement be stated as "features to be provided" rather than being specified as a chipset-level feature.	Bidder to refer the Corrigendum-1.
57	Annexure-9 Technical and Functional Requirements	Ports	<p>1. Five (5) USB ports or higher on board (min. 2 USB 3.2 ports (20Gbps or higher) / Four (4) USB ports on board (min. 2 USB 3.2 ports (20Gbps or higher) and USB 3.2 Hub with minimum 35cms cable (min. 4 ports)</p> <p>2. One (1) serial audio ports for microphone &amp; head phones /(Combo)</p> <p>3. Rj45 Ethernet port,</p> <p>4. HDMI 2.0 or above / Display Port.</p>	<p>We understand that, in a CBS environment, the bank typically connects peripherals such as fingerprint readers, scanners, keyboards, mouse etc. Hence the data transfer speed is not relevant, and there is no performance impact if a 20 Gbps USB port is not mentioned as it would not be used in the environment. Specifying a 20 Gbps USB requirement will limit competition and may result in higher prices for a feature that may not be useful in the current or foreseeable future scenario for connecting these devices</p> <p>Accordingly, we request that the requirement be revised as follows:</p> <p>"Five (5) USB ports or higher on board (minimum two [2] USB 3.2 ports) / Four (4) USB ports on board (minimum two [2] USB 3.2 ports) along with a USB 3.2 hub with a minimum 35 cm cable (minimum four [4] ports)." These changes can increase competition and result in better prices.</p>	Bidder to refer the Corrigendum-1.

Place Bengaluru  
Date 17/01/2026

  
 Deputy General Manager  
