

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
1	62	Annexure-2 Pre-Qualification Criteria	Sl.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 Canara Bank to kindly consider All-In-One Desktop/Desktop computer as experience clause. The Bidder 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-2.
2	62	Annexure-2 Pre-Qualification Criteria	S.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. 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 Bidder 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-2.
3		Generic Query		Annexure-10 Technical Evaluation Criteria	We request and urge Canara Bank to also consider 20 Marks: 1. Home-grown companies headquartered in India / Make in India OEMs - 20 Marks 2. OEM headquartered outside India / Foreign Brand - 0 Marks Only home-grown companies headquartered in India can truly be considered as Indian OEMs under the Make in India framework. Recognizing this distinction will encourage indigenous R&D, promote self-reliance, and align with the Government of India's Atma Nirbhar Bharat Abhiyan.	Bidder to refer the Corrigendum-2.
4	15 & 16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 4. Payment terms	Clause 4.1	Delivery: 70% Installation and Configuration : 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 comply with RFP terms and conditions
5	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 4. Payment terms	Clause 4.1	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 4. Payment terms	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.	Bidder to refer to Corrigendum-2 and to comply with RFP terms & conditions.
6	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.Project Timelines: Clause No 1.3. 1. Delivery/Supply of All-In-One Desktop Computers: Within 6 Weeks from the acceptance of the Purchase Order 2. Installation and Configuration of All-In-One Desktop Computers: 2 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 to Corrigendum-2 and to comply with RFP terms & conditions.
7	1,2,55	Gem Bid document	Bid details	Prior Turnover/Prior Experience/Prior Supply/Past Performance/EMD-YES	We request Canara Bank to kindly confirm whether Prior Turnover/Prior Experience/Prior Supply/Past Performance/EMD exemption will be given to DPIIT approved Startups as per below Central ministry Guidelines. Below are valid Government of India Guidelines/Office Memorandum applicable to all central PSUs: 1. OM. No.F.20/2/2014-PPD (Pt.) dated 20th Sept 2016 2. No.F.20/2/2014- PPD(Pt) dated 25th July 2017 3. DO No. 12(11)/2017-SI 4. OM. No.F.20/2/2014-PPD (Pt.) dated 27th July 2017	As per Govt of India guidelines with regards to MSE/ Start Up, eligible relaxations will be awarded subject to meeting of the quality and technical specifications specified in RFP document.
8	61	Annexure-2 Pre-Qualification Criteria	S.No. 6	The bidder should have an average annual turnover of Rs. 50 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	We Request Canara Bank to kindly consider OEM Should have 150 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder to refer the Corrigendum-2.



9	2	Gem Bid document	Bid details	EMD EXEMPTION	As a MSME Udyam certificate & Start-up (DIPP) certificate holder company of west Bengal, can we avail exemption for EMD, Turnover and Experience as per GeM rule	As per Govt of India guidelines with regards to MSE/ Start Up, eligible relaxations will be awarded subject to meeting of the quality and technical specifications specified in RFP document.
10	8	GEM document	Special terms and conditions for All in one PC	Point NO :3, Requirement of OEM Logo Buyer are advices to note that incorporating the condition stipulating an OEM Logo on the Motherboard is Restrictive may not be incorporated into the bids	As per Annexure -9 Page no : 74 Technical serial number :7 ,Item Motherboard description is Mandating the OEM Logo should be embossed on the motherboard (Sticker is not acceptable) Gem Clause is Restricting the OEM Logo But RFP is asking for the same.In Future if any audit done by DPIIT then this clause seems restrictive and discriminatory.Kindly clarify	Bidder to refer to Corrigendum-2.
11	14	Section C Deliverable and service level agreement	Clause 1	1.3.1 ,Delivery or supply of All in one dektop computer 6 weeks from the acceptance of the PO. Installation and configuration of All in one Desktop computer 2 weeks from the date of delivery	AS Per section C clause No :2,Sub clause 2.2 requesting for PDI-Therefore we are requesting you to provide 2 Week for PDI for 16000 Quantity in single/Multiple lots. For delivery 8 to 12 weeks for installation 4 to 6 weeks, cumulative 14 weeks of (8 +4+ 2 = 14 weeks)	Bidder to refer to Corrigendum-2 and to comply with RFP terms & conditions.
12	15 & 16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 4. Payment terms	Clause 4.1	Serial no :1 ,delivery payment terms ; 70% as per table A of Annexure 17	Requestig for delivery payment terms 85%	Bidder to comply with RFP terms and conditions
13	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 4. Payment terms	Clause 4.1	Serial no :2 ,Installation and configuration payment terms ; 25% as per table A of Annexure 17	Requestig for Installation and configuration payment terms as 10%	Bidder to comply with RFP terms and conditions
14	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 4. Payment terms	Clause 4.1	Serial no :3 ,Warranty payment terms 5% after completion of warranty period of 3 years after deducting LD .If any as per GEM Terms or on submission of bank guarantee for equivalent to 5%.As per Table -A of Annxure-16	Need a correction It's not annexure -16 ,It should be Annexure-17	Bidder to refer to Corrigendum-2
15	16	Section C Deliverable and service level agreement	Clause 4	Serial no :3 ,Warranty payment terms 5% after completion of warranty period of 3 years after deducting LD .If any as per GEM Terms or on submission of bank guarantee for equivalent to 5%.As per Table -A of Annexure-16	Kindly reclarify already 5% of BG is scheduled and need to be submit as per section -F Page no : 35 ,Clause NO :9 ,Sub clause 9.1 within 28 Days from the date of acceptance of PO but section C clause 4 is asking for 5% of BG.therefore reconfirm should we provide 5% of 62 months + 5% of 38 Months	Bidder to comply with RFP terms and conditions
16	16	Section C Deliverable and service level agreement	Clause 4	Serial no :3 ,Warranty payment terms 5% after completion of warranty period of 3 years after deducting LD .If any as per GEM Terms or on submission of bank guarantee for equivalent to 5%.As per Table -A of Annxure-16	Totally Two different BG is need to be provided by the bidder. As per Office of Memorandum by DPIIT Public procurement section - Restrictive and Discriminatory Clause Page No: 2 on Annexure-A sub clause 1.(g) Clearly Guiding that No additional requirement of Bank Guarantee for local suppliers Class 1. Dated a December 20, 2022 OM is attached.	Cluase is self-explanatory, Bidder to comply with RFP terms and conditions.
17	62	Annexure-2 Pre-Qualification Criteria	Sl.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.	As per MSE and Startup preference Year of experince can be taken into exemption consideration.Also 8000 qty is already a fixed parameter for all bidders. Kindly confirm for startup bidders,Quantity relaxation can be provided with reference to the technical qualification of the product. Since 8000 qty in 3 years cannot be achievable as many medium enterprises playing a major role in high qty procurement .Therefore kindly consider new vendors who is eligible under exemption preferences.	As per Govt of India guidelines with regards to MSE/ Start Up, eligible relaxations will be awarded subject to meeting of the quality and technical specifications specified in RFP document.
18	62	Annexure-2 Pre-Qualification Criteria	Sl.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.	This clause requesting for 8000 All in one desktop computer in single or cummulative orders to atleast 1 central .Org/State govt.org/PSU /BFSI/Reputed private Firms/MNC Please Clarify 8000 Quantity in single or cummulative from all listed above .Ex.3000 from central govt +3000 from state govt+2000 from others.Is That mean by	Bidder to refer the Corrigendum-2.
19	62	Annexure-2 Pre-Qualification Criteria	Sl.No 11	Bidder should have supplied and installaed atleast 500 Number in each state of all in one desktop computers in at least 10 states of India in single/Multiple order	Requesting you to revise this clause as 500 nos from bidder, also OEM PO copies can be considered cummulatively	Bidder to refer the Corrigendum-2.
20	62	Annexure-2 Pre-Qualification Criteria	Sl.No 10 & Sl.No.11	Documents to be submitted In compliance with Qualification Criteria: The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the no. of All-In-One Desktop Computers supplied. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number	PO copies of desktop computer, All in one PC ,computer workstations ,Laptop can be considered for cummulative quantities	Bidder to refer the Corrigendum-2.



21	63	Annexure-2 Pre-Qualification Criteria	Sl.No.15	The Bidder/OEM should have their own OEM/Franchise Service /Support Office in at least 15 of the total number of states/Union territories.	Kindly amend this as 15 Nos of the total number of states and union territories	Bidder to refer to Corrigendum-2 and to comply with RFP terms & conditions.
22	74	Annexure-9	Technical and functional requirement	S.No.7. Mother Board:Motherboard OEM Logo should be embossed on Motherboard	This clause need to be removed as per special terms and condition by GEM point no 3,Page No :8 in GEM Bid document	Bidder to refer to Corrigendum-2.
23	75	Annexure-9	Technical and functional requirement	S.No:19 Power Supply:OEM standardexternal power supply adapter with input 100 - 240 V, 50-60 Hz.	Internal or external power supply can be considered as per Different OEM's designs	Bidder to refer to Corrigendum-2.
24	77	Annexure-10	Technical Evaluation criteria	S.No.1. Scoring methodology No. of Organizations: Above 6: 20 marks Above 3 - up to 6: 15 marks 1 and up to 3: 10 marks	Scoring methodology of this clause is referring to No.of .PO.Copies /No.Of.Organisation /Years of experiences	Bidder to refer to Corrigendum-2.
25	77	Annexure-10	Technical Evaluation criteria	S.No.1. Scoring methodology No. of Organizations: Above 6: 20 marks Above 3 - up to 6: 15 marks 1 and up to 3: 10 marks	As per Scoring methodology Above 6 : 20 Marks Please clarify "6" means 6 PO copies in any three financial year and in any listed organization criteria	Bidder to refer to Corrigendum-2.
26	77	Annexure-10	Technical Evaluation criteria	S.No.2. Scoring methodology No. of All-In-One Desktop Computer: Above 20,000: 20 marks Above 15,000 - up to 20,000: 15 marks 8,000 - up to 15,000: 10 marks	Here min 8000 Qty is asked for 10 Marks but 1 qualification criteria Min requirement is 8000 Therefore for achieving 8000 qty only 10 Marks is provided and 20,000 qty is required to achieve 20 Marks. 20,000 unit is excessive and over qualification. To achieve Min 70 Marks in overall then 20,000 qty is too high ,Please reduce the Min Qty an increase the marks .As per below request : 1.Upto 5000 to 7000 qty : 15 Marks 2.Above 7000 qty : Extra 5 marks For startups exemption need to be provided	Bidder to refer to Corrigendum-2.
27	Generic Query		Technical Evaluation criteria		For startups Min Achievable scores must be 50 Marks .In each criteria Min 10 Marks to be scored	Bidder to comply with RFP terms and conditions
28	78	Annexure-10	Technical Evaluation criteria	Sl.No :3 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./ State Govt. / PSU/ BFSI/ reputed Private Firms/MNCs Organisation in last 3 years as on the date of submitting of RFP. No. of States above 10 states: 2 Marks for Each state. Note: Each state above 10 states will be awarded 2 marks and maximum mark will be 20 only.	Min Marks not mentioned,kindly provide the Min Marks The bidder should have - Need to be change as Bidder/OEM	Bidder to refer to Corrigendum-2.
29	12	SECTION B - INTRODUCTION	8.Scope of Work	8.2.Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Supply, Installation, Configuration and Maintenance of All-In-One Desktop Computers. Any guidelines on changes/modifications/enhancements given by RBI/other regulatory body's with regard to All-In-One Desktop Computers will be added to the scope of work.	1.We understand that any change in scope of work will be done in writing and on mutually acceptable terms. Please confirm. 2. Additionally we understand that for any change in scope, an equitable adjustment in the price and /or time will be done on mutually acceptable basis. Please confirm	Bidder to refer to Section G clause 27 and clause 29 of the RFP. Bidder to refer corrigendum-2 and comply with RFP terms and conditions
30	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.1The vendor shall submit the acceptance of the Purchase Order within seven (7) days from the date of receipt of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall deem to have been accepted by the vendor.	1. We understand that the Order will be released on GeM only as we will not be able to accept any offline orders. Kindly confirm	Bidder to comply with RFP terms and conditions
31	35 & 36	SECTION F - OWNERSHIP & AWARDED OF CONTRACT	8.Fixed Price & 11.11.Pricing & Payments	The prices quoted in the tender response will be fixed for the period of the contract 11.1. The Price validity quoted for AIO is applicable for 180 days only. However the price validity for warranty and AMC is applicable for contract period.	1. We understand that the charges mentioned in the table for All-in-One Desktops Computers will be valid for a period of 180 days as mentioned in clause 11.1 of Page 11 of the RFP. Kindly confirm	Bidder is hereby clarified that the validity of price quoted is for the amount quoted under Commercial Bid upon opening of Commercial Bid, to conclusion of commercial bid selection by mentioned criteria. Upon awarding the contract to the selected bidder, price quoted in commercial bid will be brought under contract validity as per RFP terms and conditions .
32	11 & 87	SECTION B - INTRODUCTION	5.Requirement Details & Annexure-17 Bill of Material	5.2. 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 selected bidder Table B: Bank at its discretion may procure additional quantity of All-In-One Desktop Computers during the contract period at the same unit cost/rate quoted above. Charges mentioned in above Table for All-In-One Desktop Computers should be valid for the duration of the contract period. Payments will be made based on actual All-In-One Desktop Computers supplied.	1. We request that the quantity variation is limited to +/-25% of the tendered quantity. Kindly confirm 2. We further understand that the order for the additional quantity will be placed during the price validity period of 180 days. Kindly confirm	Clause is self-explanatory, Bidder to comply with RFP terms and conditions.



33	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.3.1. Timelines-Delivery/Supply of All-In-One Desktop Computers: Within 6 Weeks from the acceptance of the Purchase Order	We request for a delivery timeline of atleast 9 weeks from the acceptance of the Purchase Order in line with the previous RFP for procurement of AIOs released in 2023	Bidder to refer to Corrigendum-2 and to comply with RFP terms & conditions.
34	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	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	1. We request that in case of incomplete or damaged delivery, Date of delivery should be treated as date of replacement of damaged material with new one only for the damaged material and not for the entire lot specially for LD calculation. Kindly confirm	Bidder to comply with RFP terms and conditions
35	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines Installation & Annexure-8 Scope of Work	1.3.1. Installation and Configuration of All-In-One Desktop Computers:2 Weeks from the date of Delivery of All-In-One Desktop Computers 1.4.The delivery/Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The Warranty will be commissioning from the date of installation of All-In-One Desktop Computers	We request for an Installation timeline of 4 weeks in line with the RFP released in 2023 for AIOs	Bidder to refer to Corrigendum-2 and to comply with RFP terms & conditions.
36	20 & 71	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8.Security & Annexure-8 Scope of Work	8.1The selected bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security. 8.2The selected bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information. Si.No.11.g.The required software will be provided by the bank. Bidder has to update the OS patches also for entire contract period.	1. As the scope is limited only to Supply and Installation of Hardware, we understand that these clauses will not be applicable. Kindly confirm	Bidder to refer to Corrigendum-2 and to comply with RFP terms & conditions.
37	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	11.Meant Time Between Failures	If during the warranty period, any hardware item fail on three or more occasions in a quarter, such items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.	We request the below change in the clause: If during the warranty period, any hardware item fail on three or more occasions in a quarter-month due to a fault in the same component, such items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.Kindly confirm	Bidder to comply with RFP terms and conditions
38	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9.Scope during contract period	9.1The selected bidder should inform Bank about all release/version change of patches/ upgrades/ updates of software/ OS/ middleware etc. as and when released by the selected bidder/OSD.	1. Please note that there will be no separate information regarding the releases / version change of patches/ upgrades / updates of software / os/ middleware. These are released by Microsoft and the updates happen automatically and the Bidder will have no role here (1 & 2)	Bidder to comply with RFP terms and conditions
39	27 & 95	SECTION D - BID PROCESS & Appendix-D	6.Earnest Money Deposit (EMD)/ Bank Guarantee in lieu of EMD	30000000 6.1.The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru.	1. As our turnover is more than 500 crores, we are exempted from paying EMD for GeM Bids as per GeM GTC v 1.25. We therefore understand that we don't need to submit the EMD. Kindly confirm	As per Govt of India guidelines with regards to MSE/ Start Up, eligible relaxations will be awarded subject to meeting of the quality and technical specifications specified in RFP document.
40	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Pre Dispatch Inspection	2.1The 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.	1. We request that Pre Dispatch Inspection is limited to 10% of the total ordered quantity. Kindly confirm 2.We request that the time taken for inspection is excluded from the total delivery timeline. Kindly confirm	Clause is self-explanatory, Bidder to comply with RFP terms and conditions
41	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Acceptance	3.1 Bank will evaluate the Hardware/Software delivered by the selected bidder. If the Hardware/Software experiences no failures and it functions according to the requirements of the RFP as determined by the Bank, the Hardware/Software will be accepted by the Bank. 3.2 In event of non-acceptance, the bidder shall supply new machines on the same rules, terms and conditions of the RFP. Any delay due to such failure will attract Liquidated Damages as stipulated in this RFP and no extensions will be permitted	1. We request that such tests are done at the time of Installation only and once the Installation report is signed, it will be considered as the final acceptance. Kindly confirm	Bidder to comply with RFP terms and conditions
42	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6.Warranty	6.4Despite any other provision, the Bank, may return a Hardware/ Software which is not up to the Requirement mentioned in the bid 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 bid terms.	1 Broken seals, missing items and / or Hardware / Software being not as per bid terms should be identified at the time of Delivery / Installation itself when the box is opened. We therefore request that the final acceptance is given at the time of Installation only and no such claims are raised after the Installation / Acceptance. Kindly confirm	Bidder to comply with RFP terms and conditions



43	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.Payment Terms	4.1The payment schedule will be as under and will released after execution of contract agreement as per the following schedule: 5% After Completion of warranty period of 3 years and after deducting applicable penalties and Liquidated damages (if any) as per GeM Terms. Or On submission of bank guarantee for equivalent to 5% as per Table-A of Annexure-16.	1. We understand that the BG of 5% mentioned in this clause is same as the the 5% Performance Security mentioned in clause 9 on Page 35 of the RFP. Kindly confirm 2. Please confirm the validity for which this BG will be required, 3. We understand that the order and payments will be centrally released by the Head Office. Kindly confirm	1. Bidder is hereby clarified that the stipulation of Performance Guarantee mentioned in Section F page No 35 clause no 9 is different from BG stipulation for payment of Warranty amount as mentioned Clause 4 of Section C. 2. Bidder to refer to corrigendum-2 3. Details will be shared with successful bidder.
44	35	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	9.Performance Security	9.1.The successful bidder should submit a Performance Security equivalent to 5% of the Total Cost of Ownership (TCO) within 28 days from the date of acceptance of the Purchase Order with a validity period of 62 months from the acceptance of PO. The guarantee should also contain an additional claim period of 2 months from the last date of validity.	1. We request that the validity of the Performance Security be reduced to 38 months as the contract period will be 36 months (warranty period) 2. Please confirm the the format of BG for Performance Security will be as per Annexure 16	1. Bidder to comply with RFP terms and conditions. 2. Performance Security BG to be as per Appendix-E of RFP.
45	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.Payment terms	Sl.No.4-4.1.AMC : The payment of the total amount quoted for Comprehensive AMC shall be made to the selected bidder on Quarterly in arrears and after deducting applicable penalties and Liquidated damages (if any). The total amount quoted in each years AMC support for All-In-One Desktop Computers in Table-B of Annexure-17 (Bill of Material) shall be divided into equal amounts and after deducting applicable penalties and Liquidated damages (if any) and shall be paid under each quarter during the contract period in each year.	1.We understand that the AMC payments will be made within 30 days of invoice submission and invoices need to be raised in arrears after the quarter is over. Kindly confirm	Bidder to comply with RFP terms and conditions
46	72	Annexure-8 Scope of Work	21.Preventive Maintenance	During the warranty period, the selected bidder has to do Preventive Maintenance (PM) as decided by the Bank, minimum once on quarterly basis for the All In One PC (AIO) supplied and submit the reports while claiming warranty payment/AMC payment.	1.We request the Bank to remove the requirement of Preventive Maintenance during the warranty or AMC period as the Bidder will in any case be providing onsite support.	Bidder to comply with RFP terms and conditions
47	70	Annexure-8 Scope of Work	7.Return of Hard Disk	In case hard disk of the All-in-One Desktop Computer is to be replaced, Bank will degauss the Hard Disk. Only degaussed hard Disk will be returned to the successful Bidder after installation of new Hard Disk and required installation (including OS & Software).	1. As part of this delivery, SSD will be supplied and as SSD can't be degaussed, please confirm if the Bank will be returning the Hard Disk in case of Hard Disk replacement	Bidder to refer to Corrigendum-2 and to comply with RFP terms & conditions.
48	39	SECTION G - GENERAL CONDITIONS	4.Responsibility for Completeness	4.2.The selected bidder shall deliver the product as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard. The bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.	1.We understand the Demo needs to be done at the technical evaluation stage and not after the deliveries are made. Kindly confirm	The Bank reserves the right to call for a presentation on the features and functionalities as a Part of Technical Proposal evaluation.
49	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10.Local Support	10.1 The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E mail web based, in person, if required. All escalations will be attended / responded-promptly not later than 60 minutes of reporting.	1.Please note that while support can be provided over phone, Email, web based in 60 minutes of reporting, however in person support will not possible within 60 mi-nutes. We recommend that the Bank have an RE based out of Head Office to resolve day to day issues. Kindly confirm	Bidder to comply with RFP terms and conditions
50	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10.Local Support 10.5.Response Time and Mean Time to Restore (MTTR)	10.5.1Response Time shall be 6 hours for Metro/Urban Branches and 8 hours for other locations. MTTR shall be a Next Business day. 10.5.2Time specified above is from lodging of complaint. 10.5.3However, penalties will be applied as per clause 14	1.We understand that the resolution timeline is 2 working days as mentioend in clause 5.2 of the RFP. Kindly confirm	1. Bidder is hereby clarified that the selected bidder has to respond the complainant Branch within 6 hours/8 hours as per 10.5.1 and the issue has to be resolved with in 2 days as per clause 5.2.
51	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7.Annual Maintenance Contract (AMC)	7.5.During the Warranty and AMC period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC shall include •Rectification of Bugs/defects if any. •Maintenance of All-In-One Desktop Computers including Software drivers	Please note that our support will exclude any bugs, defects etc. pertaining to the Bank's environment or usage as identified technically	Bidder to comply with RFP terms and conditions
52	39	SECTION G - GENERAL CONDITIONS	9.Insurance	The Hardware to be supplied will be insured by the Bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Product. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Product.	We request that Insurance is limited till delivery of the AIOs till Bank's premises as after the delivery the goods will be in Bank's control. Any Dead on Arrival AIOs found at the time of Installation will be dealt in accordance with our Dead on Arrival Policy	Bidder to comply with RFP terms and conditions



53	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.Payment Terms	If All-In-One Desktop Computer is not installed within 30 days from the date of Delivery of the All-In-One Desktop Computer, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. The selected bidder also has to undertake that they will install the All-In-One Desktop Computer within a week from the date of informing site readiness without any extra cost.	1. We request that the Installation timeline in cases where delay is due to reasons attributable to the Bank is also made in line with the Installation timeline mentioned in clause 1.3.1 of the RFP or alternatively the Liquidated Damages should not be applicable in such cases as the delay in installation will be due to reasons attributable to the Bank. Kindly confirm 2. We request that any such requests for Installation are raised within maximum within 3 months from the date of delivery. Kindly confirm	Clause is self-explanatory, Bidder to comply with RFP terms & conditions.
54	52	SECTION G - GENERAL CONDITIONS	33.Bidder Conformity	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.CSITG/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 report same to the bank, Vendor will be liable to bank for any event for security breach and leakage of data/information. 33.3.Bidder should ensure that, it is complying with applicable guidelines issued by regulatory bodies on Digital Personal Data Protection Act 2023 and its future amendments and communications.	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
55	41	SECTION G - GENERAL CONDITIONS	12. Confidentiality and Non-Disclosure	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. 12.5.Service Provider to ensure confidentiality of customer data and shall be liable in case of any breach of security and leakage of confidential customer related information 12.6.The vendor/service provider may disclose only the following types of data to the bank's customers and/or third parties with prior written consent of the bank: financial data, sensitive personal data, and other information explicitly permitted by the bank. All disclosures must comply with applicable laws, RBI regulations and guidelines. Prior written consent from the bank is required for any other disclosures, and detailed records of all shared data must be maintained by the service provider and shall be provided to the bank as and when required by the bank. THESE CONFIDENTIALITY OBLIGATIONS SHALL SURVIVE THE TERMINATION OF THIS CONTRACT AND THE VENDOR/ SERVICE PROVIDER SHALL BE BOUND BY THE SAID OBLIGATIONS.	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
56	50	SECTION G - GENERAL CONDITIONS	Responsibilities of the Bidder	26.6.The selected bidder should abide by guidelines issued by RBI Master Direction on Outsourcing of IT Services.	2. 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 P5 hardware. Please confirm.	Bidder to comply with RFP terms and conditions
57	49 & 116	SECTION G - GENERAL CONDITIONS & Appendix-G DRAFT CONTRACT AGREEMENT	24.Force Majeure	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 / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.	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
58	117	Appendix-G DRAFT CONTRACT AGREEMENT	20.Social Media Policy	20.1 No person of the Bank or the Vendor/Service Provider and third parties shall violate the Social Media Policy of the Bank.	Bank is requested to share their Social Media Policy.	Bidder to comply with RFP terms and conditions
59	47 & 121	SECTION G - GENERAL CONDITIONS & Appendix-G DRAFT CONTRACT AGREEMENT	23 & 31.General Conditions of the Contract	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. 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 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 DoS.CO.CSITG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.	1. We understand financial records of the Bidder will be excluded from the list of information that Bank will have access to. Please confirm. 2. We understand clause 24.2 and 31.2 is inapplicable since the scope of the Tender is limited to supply and installation of P5 hardware. Bidder will not be storing, capturing or processing any data of the Bank under this Tender. Please confirm. 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.	Bidder to comply with RFP terms and conditions
60	46 & 119 124	SECTION G - GENERAL CONDITIONS & Appendix-G DRAFT CONTRACT AGREEMENT	19 & 24.Data Processing	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. 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.	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 P5 Hardware. Bidder shall not be processing any Data of the Bank and/ or its Customers under this arrangement. Please confirm. 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.	Bidder to comply with RFP terms and conditions



61	45 & 118	SECTION G - GENERAL CONDITIONS & Appendix-G DRAFT CONTRACT AGREEMENT	18.&23.Protecti on of Data	18.&23.Protection of Data	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.	Bidder to comply with RFP terms and conditions
62	117	Appendix-G DRAFT CONTRACT AGREEMENT	22.Adherence to Bank's Security/ Cybersecurity Policies	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. 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	We understand this clause is inapplicable since the scope of this Tender is limited to supply and installation of PS Hardware. Please confirm.	Bidder to comply with RFP terms and conditions
63	44 & 115	SECTION G - GENERAL CONDITIONS & Appendix-G DRAFT CONTRACT AGREEMENT	16.Business Continuity Plan	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. 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.	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.	Bidder to comply with RFP terms and conditions
64	43 & 112	SECTION G - GENERAL CONDITIONS & Appendix-G DRAFT CONTRACT AGREEMENT	14 & 12.Training and Handholding	14.1. and 12.1Vendor/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: 14.1.1. and 12.1.1Entire back-up History but not limited to archive policies, retention policies, restore policies, schedules, target storage, backup history. 14.1.2.and 12.1.2 Change Request Logs 14.2.and 12.2 Assisting the new Service Provider/Bank with the complete audit of the system including licenses and physical assets 14.3. and 12.3 Detailed walk-throughs and demos for the solution/ product/ service 14.4.and 12.4 During the exit management period, the Vendor/Service Provider shall use its best efforts to deliver the services. 14.5.and 12,5 Vendor/Service Provider shall hold technical knowledge transfer sessions with designated technical team of Business and/or any replacement Service Provider in at least last three (3) months of the project duration or as decided by Bank. 14.6.During Reverse transition Bank will not pay any additional cost to the Vendor/Service Provider for doing reverse transition.	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.	Bidder to comply with RFP terms and conditions
65	42 & 111	SECTION G - GENERAL CONDITIONS & Appendix-G DRAFT CONTRACT AGREEMENT	13 & 11.Exit Management Plan	13 & 11.Exit Management Plan	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.	Bidder to comply with RFP terms and conditions
66	40 & 113	SECTION G - GENERAL CONDITIONS & Appendix-G DRAFT CONTRACT AGREEMENT	11 & 13.Intellectual Property Rights	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: 11.2.1 and 13.2.1.Procure for BANK the right to continue to use such deliverables. 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 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/ SERVICE PROVIDER for such deliverables, along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.	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.	Bidder to comply with RFP terms and conditions
67	39	SECTION G - GENERAL CONDITIONS	5.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 & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.	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. 2. We understand that cost of audit will be borne by the Bank. Please confirm.	Bidder to comply with RFP terms and conditions



68	22 & 115	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS & Appendix-G DRAFT CONTRACT AGREEMENT	15.Right to Audit	<p>15.1.The VENDOR has to get itself annually audited by internal/ external empanelled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products (IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subcontractors (if allowed by the PURCHASER) shall facilitate the same. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.</p> <p>15.2.Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.</p> <p>15.3.The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to the PURCHASER and/or auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER.</p>	<p>1. Since the scope of this Tender is limited to supply and installation of PS Hardware, we understand that the requirement of an annual audit which is used to assess the security, control, risk management, governance system and process created by the Bidder is inapplicable. Please confirm.</p> <p>2. We understand that the Bidder's financial records, subcontractor details and other information which are confidential to the Bidder is excluded from the scope of audit. Please confirm.</p> <p>3. We understand that the cost of audit shall be borne by the Bank. Please confirm.</p>	Bidder to comply with RFP terms and conditions
69	90	Annexure -19	Due Diligence Report	Due Diligence Report	We understand this Annexure is inapplicable on Bidder since the scope is limited to supply and installation of PS hardware. Items such as Background verifications, security and internal control, quality of service provided, etc., would not apply in this scope. Please confirm.	Bidder to comply with RFP terms and conditions
70	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5.Penalties & Liquidated damages:	<p>5.8Any 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.</p> <p>5.9Bank 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.</p>	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
71	36	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	10.Execution of Agreement	10.1.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.	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 refer to Section-G Clause 29 and Bidder to comply with RFP terms and conditions.
72	36	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	12.Order Cancellation/ Termination of Contract	<p>Please refer to RFP for details</p> <p>12.2.8.An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p> <p>12.2.9.The progress made by the Vendor/Service Provider is found to be unsatisfactory.</p> <p>12.9 reverse transition</p>	<p>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.</p> <p>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.</p>	Bidder to comply with RFP terms and conditions
73	43	SECTION G - GENERAL CONDITIONS	13.Exit Management Plan	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.	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
74	77	10	Annexure 2 Prequalification criteria	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.	Request you to change it to The Bidder should have supplied at least 12,000 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.	Bidder to refer the Corrigendum-2.
75	73 to 75	Annexure-9	Technical and Functional Requirements	<p>Processor: Intel Core 14th Gen i5-14500T processor or higher.</p> <p>Memory: Minimum 1X16 GB DDR5 RAM-2666 MHz expandable upto 64 GB or more with minimum 2 DIMM Slots.</p> <p>Operating System (OS) :Genuine Windows 11 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.</p> <p>Certifications: BIS, BEE/Energy star, RoHS, EPR and any other Indian Certificate</p>	<p>Processor: Intel Core 14th Gen i5-14500T processor or higher.</p> <p>Memory: Minimum 1X16 GB DDR5 RAM-2666 MHz expandable upto 64 GB or more with minimum 2 DIMM Slots.</p> <p>Operating System (OS) :Request you to please add OS to be preloaded pre-installed with DPK(Digital Product Key) injected and preloaded from OEM Factory</p> <p>Certifications: Request you to please include TCO certification too.</p>	<p>1. Bidder to comply with RFP Terms & Conditions</p> <p>2. Bank reserved the right to seek, as and when TCO certificate is required. Bidders need to adhere the same. And Bidder to refer to Corrigendum-2</p>
76	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	<p>Delivery Within 6 Weeks from the acceptance of the Purchase Order</p> <p>Installation 2 Weeks from the date of Delivery of All-in-One Desktop Computers.</p>	Delivery - Required 8-12 week and 4 weeks for installation. This is large Qty. Difficult to execute within 6 weeks .	Bidder to refer to corrigendum-2 & comply with RFP terms and conditions
77	63	Annexure-2 Pre-Qualification Criteria	Sl.No.6	The bidder should have an average annual turnover of Rs.50 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Request to accept the bidder turnover of Rs.40 Crores during last 3 financial years to enable more Top OEM authorized bidders to participate and to get more competitive best bids.	Bidder to refer to Corrigendum-2



78	63	Annexure-2 Pre-Qualification Criteria	Sl.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.	The Bidder / OEM should have supplied at least 8,000 All-In-One Desktop Computers or 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. Or The Bidder should have supplied at least 8,000 All-In-One Desktop Computers or Desktop Computers in single/cumulative orders during last three years in any banking / PSU / BFSI / MNCs Government as on the date of submission of bid. All major procurements banking and other government desktop computers only and All in one desktop computers belong to desktop category.	Bidder to refer to Corrigendum-2
79	63	Annexure-2 Pre-Qualification Criteria	S.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. organisation/ PSU/ BFSI reputed Private Firms/MNCs during last three years as on the date of submission of bid.	The OEM should have supplied and installed at least 500 numbers (in each state) of All-In-One Desktop Computers or Desktops 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.	Bidder to refer to Corrigendum-2
80	74	Annexure-9	Technical and Functional Requirements	Intel® Core™ 14th Gen i5-14500T processor or higher. 1.Intel® Core™ 14th Gen i5-14500T processor or higher. 2.Equivalent AMD Ryzen 5 8000 Series Processor or higher. 3.If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the Benchmark Certificate (with benchmarking score) from anyone of the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark 2018 b. PC Mark 10. 4.Bidder should quote Processor with Minimum specification of "4.80 GHz turbo frequency, 4.20 Ghz Turbo frequency, 24MB Cache, 14 cores, 20 threads"	We respectfully request you to allow all Intel 14th Generation Core i5 processors including 14400 under the tender specifications, rather than restricting to a specific model. This will help prevent any brand or model-specific monopoly, promote fair competition, and ensure participation from all leading OEMs while meeting the required performance standards.	Bidder to refer to Corrigendum-2
81	74	Annexure-9	Technical and Functional Requirements	Intel Q Series or higher chipset/ AMD Pro 665 or equivalent Chipset.	In previous Canara Bank tenders, Intel/AMD chipsets with a minimum bus speed of 8GT/s were accepted. However, the current specification favouring the Q-series chipset may limit participation, as it is partially supported by only one OEM. We respectfully request that the clause be revised to allow Intel/AMD chipsets with a minimum bus speed of 8GT/s, without restricting to a specific chipset series. This will ensure a level playing field and enable participation from all leading TOP OEMs.	Bidder to refer to corrigendum-2 & comply with RFP terms and conditions
82	74	Annexure-9	Technical and Functional Requirements	Intel Q Series or higher chipset/ AMD Pro 665 or equivalent Chipset.	We request change to Pro 600 Chipset with DASH support which is in line with Canara Bank requirement. Acer has Pro 600 based AIO under make in India guidelines and comparable to other chipset mentioned in the RFP. We do not have any AIO available with Pro 665 chipset.	Bidder to refer to corrigendum-2 & comply with RFP terms and conditions
83	14	Section C	1.3.1	Delivery and Installation with in 8 weeks	Required min 12 weeks as the qty is large and various consignees across India and another 2 weeks for the completion of total project	Bidder to refer to corrigendum-2 & comply with RFP terms and conditions
84	73	Annexure 9	Technical and Functional Requirements	5.CPU - Intel® Core™ 14th Gen i5-14500T processor or higher. "4.80 GHz turbo frequency, 4.20 Ghz Turbo frequency, 24MB Cache, 14 cores, 20 threads"	Request to change the CPU to Intel Ci5 14400 or higher with minimum 4.7 Ghz, 20 MB, 10 Core which has better performance as per CPU Benchmark score hence more efficient	Bidder to refer to corrigendum-2 & comply with RFP terms and conditions
85	73	Annexure 9	Technical and Functional Requirements	3.Equivalent AMD Ryzen 5 8000 Series Processor or higher with "4.80 GHz turbo frequency, 4.20 Ghz Turbo frequency, 24MB Cache, 14 cores, 20 threads"	Request to change to AMD R5 8500 G with base clock upto 3.5Ghz turbo upto 5 GHZ , 22 MB Cache , 6 Performance cores which is comparable to Core i5 14th Gen CPU of INTEL	Bidder to refer to corrigendum-2 & comply with RFP terms and conditions



86	73	Annexure 9	Technical and Functional Requirements	8.Intel Q Series	Request change to B Series / Compatible chipset as has been asked in past bids. This will help provide options to offer best efficient product considering Canara Bank requirements. Q series is a specific Chipset and restrictive in nature for OEM's like us to participate in such large bid. Moreover, Q series will not bring any additional benefit compared to B series except for out of band management feature (Remote management on VPro enabled platform)	Bidder to refer to corrigendum-2 & comply with RFP terms and conditions
87	77	Annexure 10	Technical Evaluation Criteria	2.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.	In case bidder is an OEM , we request to change to , Bidder or through our partner should supply minimum of 8000 Nos of AIO (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	Bidder to refer to Corrigendum-2
88	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.Payment terms	4.1.Submission of Documents for payment	WE request to accept , Soft Copies (E - copies) of PODs and IRs/ SNR for processing the payment , if the Hard copy is not available or not in good condition	Bidder to comply with RFP terms and conditions
89	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5.Penalties & Liquidated damages	5.1Penalties/Liquidated damages for delay in Delivery, Installation and Configuration of 16000 All-In-One Desktop Computer in all locations would be as under: 5.1.1Non-compliance of the delivery as per clauses 1.3.1 of Section-C will result in the Bank imposing penalty 0.50% on delay in delivery per All-In-One Desktop Computer, per week or part thereof, on the value of All-In-One Desktop Computer undelivered as per Table-A of Annexure-17. 5.1.2Non-compliance of the installation & Configuration clauses 1.3.1 of Section-C will result in the Bank imposing penalty 0.50% on delay in installation & Configuration per All-In-One Desktop Computer, per week or part thereof, on the value of the All-In-One Desktop Computers not installed & configured as per Table-A of Annexure-17.	We request to reduce the LD to 0.25% per week maximum up to 2.5%	Bidder to comply with RFP terms and conditions
90	73	Annexure-9	Technical and Functional Requirements	8.AMD Pro 665 or equivalent Chipset	We request change to Pro 600 Chipset with DASH support which is in line with Canara Bank requirement. Acer has Pro 600 based AIO under make in India guidelines and comparable to other chipset mentioned in the RFP. We do not have any AIO available with Pro 665 chipset	Bidder to refer to Corrigendum-2
91	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7.Annual Maintenance Contract (AMC)	7.6.AMC Cost percentage per annum should not be less than 5% of the cost of Hardware and software)	Request to change this clause and provide option to bidder to decide the value of AMC per year	Bidder to comply with RFP terms and conditions
92	73	Annexure-9	Technical and Functional Requirements 5.CPU	1. Intel® Core™ 14th Gen i5-14500T processor or higher 2. Equivalent AMD Ryzen 5 8000 Series Processor or higher. 3. Bidder should quote Processor with Minimum specification of "4.80 GHz turbo frequency, 4.20 Ghz Turbo frequency, 24MB Cache, 14 cores, 20 threads"	As per the RFP, both Intel Core 14th Gen i5 processors and AMD Ryzen 5 processors are permitted for this requirement. However, we would like to bring to your attention the detailed specifications provided in the tender align only with Intel processors, particularly with reference to frequency, cache size, cores, and thread count. This is a deviation from the RFP's inclusive intent, as Intel and AMD processors are based on fundamentally different architectures. By specifying details to Intel's architecture alone, AMD Ryzen 5 processors—though permitted—would be effectively disqualified, thus restricting competition. We would like to highlight that the AMD processor proposed for this requirement features a base frequency of 3.5 GHz & Max Boost upto 5 Ghz. This processor is built on advanced TSMC 4nm FinFET process technology, which offers improved power efficiency and thermal performance when compared to processors based on higher lithography. As a general principle, smaller nano meter (nm) fabrication processes result in more efficient and modern processors. To ensure fair qualifications for both Intel and AMD processors as intended in the tender, we request the following amendment to the processor specifications: "Base frequency: 3.5 GHz or higher, Turbo frequency/ Boost Frequency : 5.00 GHz or higher, Cache: 22MB or higher, 6 cores or higher, 12 threads or higher. We would also request to amend the CPU spec as below; the comparison is given in Annexure - 1 Intel® Core™ 14th Gen i5-processor: 14500 or higher /	Bidder to refer to corrigendum-2 & comply with RFP terms and conditions
93	73	Annexure-9 Technical and Functional Requirements	8.Chipset	Intel Q Series or higher chipset/ AMD Pro 665 or equivalent Chipset. Processor and Chipset should be from same OEM.	We request you to specify it as AMD Pro 600 series chipset or above. The features required by the bank will be supported by this chipset. AMD Pro 665 chipset is not available in All-in-One models and is only offered by OEMs in desktops. This restriction will limit competition and prevent the bank from obtaining a price advantage. Accordingly, we request you to revise the specification to Intel Q Series or higher chipset / AMD Pro 600 series or equivalent chipset	Bidder to refer to corrigendum-2 & comply with RFP terms and conditions

Date: 14-10-2025
Place: Bangalore

Deputy General Manager


