

**Corrigendum-1 to GeM Bid ref. no GEM/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.**

**It is decided to amend the following in respect of the above GeM bid:**

a. **GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 14)**

Description	Existing details	Amended details
Bid End Date/Time	20/01/2026, 15:00:00	<u>28/01/2026</u> , 15:00:00
Bid opening Date/Time	20/01/2026, 15:30:00	<u>28/01/2026</u> , 15:30:00

b.

Sl. No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
1.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS  Project Timelines	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS  Project Timelines	Existing Project Timelines	Amended Project Timelines
2.	SECTION C - 4. PAYMENT TERMS	SECTION C - 4. PAYMENT TERMS	4.1 Sl. No 2 Existing Clause	<p>4.1. SL. No.2 Amended as</p> <p>25% of the total cost will be released after successful installation &amp; Acceptance of All-In-One Desktop Computer supplied as per Scope of Work and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms &amp; conditions. The successful bidder has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p> <p>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 <u>Stocking or Re-transfer (where equipment is held at a designated location at the Bank's request) or re-transfer (redirection of equipment to an</u></p>





				<p><b><u>alternative Bank location)</u></b>, &amp; reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder</p> <p>The selected bidder also has to undertake that they will install the All-In-One Desktop Computer within two weeks from the date of informing site readiness without any extra cost. In case, if site is not ready, on submission of site not ready certificate issued by respective Bank Officials, payment will be made after 30 days of delivery of Hardware.</p>
3.	Annexure-2 Pre- Qualification Criteria		Existing-Pre- Qualification Criteria	<b><u>Amended Pre-Qualification Criteria</u></b>
4.	Annexure-9 Technical and Functional Requirements		Existing-Technical and Functional Requirements	<b><u>Amended Technical and Functional Requirements</u></b>
5.	Annexure-10 Technical Evaluation Criteria		Existing -Technical Evaluation Criteria	<b><u>Amended Technical Evaluation Criteria</u></b>

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP

Date: 17/01/2026  
Place: Bengaluru

  
Deputy General Manager  




**SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS**

**1. Project Timelines**

- 1.1 The 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.
- 1.2 The selected bidder has to supply, Install, Configure and maintenance of All-In-One Desktop Computer in PAN India Canara Bank Offices/ Branches. Bank shall provide the address and contact details for supply, Install, Configure of All-In-One Desktop Computer while placing the order.
- 1.3 The 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 **Thirteen (13)** weeks from the date of acceptance of the Purchase Order or **Fourteen (14)** Weeks from the date of issue of Purchase Order, whichever is earlier.
- 1.3.1. The time of completion shall be vital to the Contract. The successful bidder shall complete the assignment as per the timelines stipulated here below, which will be effective from the date of acceptance of the Purchase Order:

Activity Details	Timelines	Cumulative weeks
Delivery/Supply of All-In-One Desktop Computers	Within <b><u>10 Weeks</u></b> from the acceptance of the Purchase Order/ <b><u>11 Weeks</u></b> from the <b><u>issuance of Purchase Order</u></b>	<b><u>10 Weeks/</u></b> <b><u>11 Weeks</u></b>
Installation and Configuration of All-In-One Desktop Computers	3 Weeks from the date of Delivery of All-In-One Desktop Computers	<b><u>13 Weeks/</u></b> <b><u>14 Weeks</u></b>

- 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
- 1.5 Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty & AMC should be applicable to the altered locations also.



- 1.6 The successful bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the successful bidder to submit any form required for release of shipment from the check post. The Bank will not arrange for any Tax clearance for delivery of hardware to different locations and the selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations / items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.
- 1.7 If undue delay happens for delivery and / or installation of the ordered hardware/s by the bidder, the same shall be treated as a breach of contract. In such case, the Bank may invoke the Performance / Forfeit the Security Deposit without any notice to the bidder.
- 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.



**Annexure-2**  
**Pre-Qualification Criteria**

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

**SUB: Supply, Installation, Configuration and Maintenance of 16000Nos. Of All-In-One Desktop Computers with Three Years Warranty and Two Years AMC in Canara Bank**

**Ref: GEM/2025/B/7034595 dated 30/12/2025**

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The bidder should submit signed Pre-Contract integrity pact on Non-Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act whichever is higher) as per Appendix-F.	
2.	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Certificate of local content to be submitted as per <u>Annexure-5</u> as applicable.	
3.	The Company operating should be legally compliant company and can be: a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) c. Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.	Copy of Certificate of FIRM/LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. (OR) Copy of Certificate of registration under and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.  For (c)	





Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
		Documentary proof for confirming registration of Proprietorship firm (e.g., Copy of Certificate of registration under shops and commercial Establishments Act., GST etc.)	
4.	The bidder should submit a declaration a. If not a group of company, Bidder Company is not owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives  (or)  b. If not a group of company, Bidder Company is owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives	Letter of Undertaking/Declaration to the effect in company's letter head has to be submitted to this effect.	
5.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
6.	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.	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2022-23, 2023-24 & 2024-25 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
7.	The Net Worth of bidder firm should not be negative as on 31/03/2025 and also should have not been eroded by more than 30% (thirty per cent) in the last three years, ending on '31/03/2025'.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
8.	Bidder shall be the Original Equipment Manufacturer (OEM) of the offered Product.  (OR)  An authorized partner/dealer/distributor of the offered Product.	If the applicant is OEM, an Undertaking Letter has to submit in this effect.  (OR)  If the bidder is an authorized partner/ dealer/ distributor, an authorization letter from their OEM/ OSO/ OSD to deal/market their product in India and it should be valid for entire	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
		contract period from the date of submission of the bid.	
9.	The Bidder/Bidder's parent company should not have been declared Non-Performing Asset (NPA) and defaulter in repayment of instalments by any BFSI organization as on date of submission of the tender, otherwise the bid will not be considered.	Self-Declaration letter signed by Authorized Signatory to be submitted as per Annexure-20	
10.	The <b>Bidder/OEM</b> 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.	<p>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.</p> <p>(If OEM is participating in the tender/RFP, can submit 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 directly / through their partner)</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation &amp; Contact number.</p>	
11.	The <b>Bidder/OEM</b> should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 10 states/ <b>Union Territories</b> 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 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.	





Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
		<p>(If OEM is participating in the tender/RFP, can submit 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 directly / through their partner)</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation &amp; Contact number.</p>	
12.	<p>Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfils all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.</p> <p>[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]</p>	
13.	<p>Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/</p>	<p>The Bidder should submit self-declaration on the Company's letter head to this effect.</p>	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
	departments on the date of submission of bid for this RFP.		
14.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Board Resolution and the Notarized Power of attorney /Letter of authority if authority is sub delegated as mentioned in Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory.	
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.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence/certificates confirming compliance to Pre-Qualification Criteria should be part of the RFP.

Date:  
Place:

Signature with seal  
Name:  
Designation:



**Annexure-9**

**Amended Technical and Functional Requirements**

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

**SUB: Supply, Installation, Configuration and Maintenance of 16000Nos. Of All-In-One Desktop Computers with Three Years Warranty and Two Years AMC in Canara Bank**

**Ref: GEM/2025/B/7034595 dated 30/12/2025**

**Note:**

1. The bidder shall specifically mention the make and model of the items offered for all the requirements in terms of GeM Bid without fail, failing which the bid is liable for rejection.
2. If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this GeM Bid, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this GeM Bid and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

**Bidder has to mandatorily comply with each individual point of the below Scope of Work without any deviation. Non-compliance to any of the individual point leads to rejection of Bidder under Technical Proposal evaluation.**

**Amended Technical Specification of All-In-One Desktop Computer**

Sl. No.	Item	Description	Details of offered Product	Bidder's Response
1.	Make & Model	Must be specified. All the relevant product brochures and manuals must be submitted.		
2.	Model Name & No.	Must be specified		
3.	Form Factor	"All-in-one" with USB key board and mouse. All-in-One with height adjustable stand and tilt feature.		
4.	Monitor	Minimum 23.8" with Antiglare and LED Backlight. Aspect Ratio of 16:9, 1000:1 (Contrast Ratio). Resolution Full HD (1920x1080), Built in speaker.		
5.	CPU	1. Intel® Core™ 14 <sup>th</sup> Gen i5-14500T processor or higher. 2. AMD Ryzen 5 PRO 8500GE Series Processor or higher.		



		<p>3. The bidder should submit a PC mark 10 benchmark average score of 6000 or higher across Essential, Productivity &amp; Digital content creation jobs Or 3D mark CPU profile Maximum threads score of at least 9000 or higher <b>or Cross Mark Score of 1500 or higher.</b></p> <p>4. Processor should support up to 4.8GHz turbo/Boost frequency for the performance cores</p>		
6.	<b>Memory</b>	Minimum 1X16 GB DDR5 RAM-2666 MHz expandable up to 64 GB or more with minimum 2 DIMM Slots.		
7.	<b>Mother Board</b>	<p>System should be able to support OS - 64 bit. System's BIOS should display the OEM's logo.</p> <p>The system should also support PCIe 4.0 or higher system bus on Mother Board and Chipset</p>		
8.	<b>Chipset</b>	<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>		
9.	<b>Out of Band management</b>	<ul style="list-style-type: none"> <li>• Out-of-band remote manageability of endpoint over Ethernet or Wi-Fi</li> </ul>		



		<ul style="list-style-type: none"> <li>Securely starting up a system remotely, even if it is currently powered off</li> <li>Viewing asset inventory information for a system that is powered off</li> <li>Retrieving health information about system components even if the OS is unavailable</li> </ul>		
10.	Graphics	Integrated Graphics.		
11.	Processor Thermal Design Power (TDP)	65 W or less		
12.	Bus architecture	Integrated/On Board Graphics, 1 PCI / PCI E mini (optional) or higher.		
13.	Hard Disk Drive	Minimum 512 GB Nvme m.2 SSD		
14.	Networking facility	1000 Mbps integrated Ethernet card with remote booting facility, remote system installation, remote wake up compatible.		
15.	Wireless Connectivity	Integrated wireless wifi 6E dual band		
16.	Ports	<ol style="list-style-type: none"> <li><u>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)</u></li> <li>One (1) serial audio ports for microphone &amp; head phones / (Combo)</li> <li>Rj45 Ethernet port,</li> <li>HDMI 2.0 or above / Display Port.</li> </ol>		
17.	Camera	5MP webcam and integrated microphone		
18.	Key Board	104 Keys Mechanical (Windows & Linux Compatible) with Rupee symbol on keyboard with 50 Million characters keystroke life.		
19.	Mouse	Two button optical scroll Mouse of OEM Make with Mouse Pad.		



20.	<b>Power Supply</b>	OEM Standard Power Supply (Adaptor with Input :100-240 V, 50-60 Hz).		
21.	<b>Operating System (OS)</b>	Genuine Windows 11 Professional 64 Bit should be factory pre-installed in the All-in-One Desktop Computers. License should be embedded in system BIOS. Recovery media should be loaded in the D drive of the Hard Disk of the All-in-One Desktop Computers.		
22.	<b>Certifications</b>	Valid BIS, BEE/Energy star, RoHS, EPR and any other Indian Certificates		
23.	<b>Other Technical Requirements</b>	1. OS installation/re-installation should be done by the successful bidder in case of any error/corrections/corruption in OS without any extra cost to the Bank. 2. Bank will inform the partition at the time of placing LOI/Order. 3. Bidder has to configure the Backup of the Drive in the nearest AIO/PC available at the Branch/Office.		
24.	<b>Security</b>	TPM 2.0 Security Chip.		

**Declaration:**

1. We hereby confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the GeM Bid.
2. We hereby confirm that we have back-to-back arrangements with third party hardware software for providing continuous and un-interrupted support to meet SLAs obligations as per GeM bid terms.

**Date:**  
**Place:**

**Authorised signatory**  
**Name:**  
**Designation:**  
**Company seal:**



**Annexure-10**

**Amended Technical Evaluation Criteria**

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Supply, Installation, Configuration and Maintenance of 16000Nos. Of All-In-One Desktop Computers with Three Years Warranty and Two Years AMC in Canara Bank

Ref: GEM/2025/B/7034595 dated 30/12/2025.

Bank will evaluate the technical proposals of all eligible Bidders based on the documents submitted for the below mentioned criteria:

Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
1.	<u>The Bidder/OEM Should have supplied and installed All-In-One Desktop 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.</u>	<p>No. of Organizations:</p> <p>Above 6: 20 marks</p> <p>Above 3 - up to 6: 15 marks</p> <p>1 and up to 3: 10 marks</p>	20	<p>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.</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation &amp; Contact number.</p>
2.	<u>The Bidder/OEM 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.</u>	<p>No. of All-In-One Desktop Computer:</p> <p>Above 20,000: 20 marks</p> <p>Above 15,000 - up to 20,000: 15 marks</p> <p>8,000 - up to 15,000: 10 marks</p>	20	<p>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.</p> <p>(If OEM is participating in the tender/RFP, can submit relevant purchase order/</p>



			<p>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 directly / through their partner)</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation &amp; Contact number.</p>
3.	<p><u>The Bidder/OEM should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 10 states/Union Territories 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.</u></p>	<p><u>No. of States/Union Territories</u></p> <p><u>Above 20: 20 Marks</u></p> <p><u>Above 15 up to 20: 15 marks</u></p> <p><u>10 &amp; above up to 15: 10 marks</u></p> <p>Note: Maximum mark will be 20 only.</p>	<p>20</p> <p>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.</p> <p>(If OEM is participating in the tender/RFP, can submit 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 directly / through their partner)</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name,</p>



				designation & Contact number.
4.	No of years into business of supplying and installation of IT hardware.	<p>No. of years:</p> <p>Above 7 years: 20 marks</p> <p>Above 5 years &amp; up to 7 years: 15 marks</p> <p>3 years &amp; up to 5 years: 10 marks</p>	20	<p>The bidder/ Service Provider/ Agency 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</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation &amp; Contact number.</p>
5.	The Bidder/OEM should have their own OEM/Franchise Service /Support Office in at least 15 of the total number of states/Union territories.	<p>No. of Offices above 15 Offices:</p> <p>2 Marks for Each State/ <u>Union Territory</u>.</p> <p>Note: Each office above 15 States/ <u>Union Territories</u> will be awarded 2 marks and maximum mark will be 20 only.</p>	20	<p>The Bidder to submit the details viz., Address, phone no., email id and contact person Name &amp; Mobile no. etc.</p>
<b>Total Maximum Marks</b>			<b>100</b>	

**Note:** The bidder should score minimum 70% of marks out of 100 marks for qualifying under Technical Evaluation. The bidders qualified under Technical Evaluation will be eligible for commercial opening.

**Terms & Conditions**

- a. During evaluation, if any of the criteria mentioned as compliant is not found in the subject point, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders. It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification.



- b. Bank reserves the right to conduct interviews of the proposed team members.
- c. In case of absence of the allotted resource, the standby should perform the job of the absentee.
- d. Bank may reject such manpower if bank is not satisfied with his/her performance.

**Declaration:** We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this RFP is liable for rejection.

Date:

Signature with seal

Name:

Designation :

