

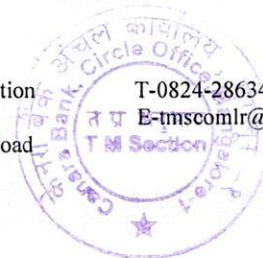
Ref No: MLR-952/TMSEC-944/21/2023

Date: 13.04.2023

ADDENDUM

Following queries were raised to our RFP 1/2023-24 dated 05.04.2023 and below are the responses consequent to the pre-bid meeting held on 12.04.2023.

Sl.No.	Query	Response
1.	Will L1 bidder be given all the regions or is there any alternate option?	Bank is looking forward for engaging with a single vendor only.
2.	Please share word document file of RFP for filling required data since it is PDF file.	PDF document available in Canara Bank website shall be used.
3.	In annexure III: No. of units not mentioned, need to quote of 1 unit?	Yes, annual rate per unit to be quoted.
4.	If modem is burnt, who has to replace the same?	Vendor has to replace the same immediately; cost of the modem will be made by Bank as per the agreed rates.
5.	No AMC required for Scanners?	We are having enough stock of new Flatbed Scanners. AMC for High speed scanners and CTS Scanners will be renewed with the respective OEM.
6.	Whether Preventive Maintenance is mandatory?	Yes, quarterly once.
7.	How the parts of AIO PC as well as Printer Consumables to be replaced?	May be given permission on case to case basis, as per agreed rates with the Bank.
8.	No AMC required for Desktop PCs?	All Desktop PCs are replaced by AIO PCs.
9.	Configuration of hardware required.	PCs - HP (Processor -i3/i5, 8 GB RAM, 500 GB Hard Disk), Acer (Processor- i3, 8GB RAM, 500 GB Hard disk). Laser Printer - HP (Models:202,1606,208 dn,400/401,403,405), Epson 1170, Canon (Models : 6230,151). Passbook Printers - Epson (Models: PLQ 20,PLQ30),TVS Speed 40 plus. Modems - Gateway, Team Link, E1 Fiber Modem.
10.	Whether service centre/ office	It is not mandatory to have service centre in



	required in each region?	each region.
11.	No AMC for AIO PCs?	Only Software Support. But there will be agreed rate for the part to be replaced once after selection of L1 Vendor.
12.	Is there any maximum penalty?	Rs.200/- per day per item will be charged from the date of reporting of the call up to the rectification of the call or up to 30 days whichever is earlier.
13.	Vendor should provide call monitoring system to all the controlling offices?	Daily report to be sent to ROs and consolidated report to be sent to CO on a daily basis.
14.	Whether payment can be made on monthly basis?	Payment will be made on quarterly basis in arrears.
15.	In point no 2.13: If any modem is not supporting due to any reason including bandwidth up gradation or down gradation or distance increasing etc, that modem should be replaced with supporting modem at no extra cost to the bank. Kindly clarify.	All the Modems are supporting 2Mbps bandwidth. If any further up gradations are happening, it may be discussed and concluded at that time.
16.	Whether scope of work is up to domain joining?	No, whenever any driver/ software to be installed after joining DMS also.
17.	Whether bid to be submitted on hand?	Can be submitted by post/ courier/ by hand, should reach us on or before 19-04-2022 03:00PM.
18.	Whether last date can be extended?	Not possible as new contract should happen well before 01.05.2023.


Technology Overseeing Executive

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