

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022	Bid Offer Validity (From End Date): 180 (Days)	Considering the fluctuation in pricing of OEMs due to dollar value changes, we request bank to reduce the offer validity to 60 days.	Bidder to comply with GeM bid terms and conditions
2	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022	OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract.	During bid submissions, OEMs reach out to get special approvals basis the total BOM. If the same gets reduced, OEM will not be able to honor the pricing for a reduced BOM. Hence we request bank to remove clause mentioning decrease in quantity ordered.	Bidder to comply with GeM bid terms and conditions
3	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022	Type of Bid: Two Packet Bid	Since, Two Packet Bid as been mentioned, please confirm if the bid will follow either of the 2 processes. Process 1 a. Does it mean that there'd be physical submission of the bid with respective packets i.e. (i) Technical Bid & (ii) Commercial Bid? b. Post elimination of H1; the RA details with the link would be given to the remaining bidders? c. In this scenario does the pairing of the product on GeM portal mandatory? Process 2 a. The submission of the two packets would be done online itself? If yes, please confirm the process.	Bidder to be guided by GeM terms and conditions.
4	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022	Generic	Is this a renewal or fresh procurement of perpetual licenses. If renewal who is the incumbant partner.	GeM bid is for procurement of fresh licenses.
5	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022	EMD Detail	Clarification on the EMD return time if the bidder is not L1/T1	EMD of the eligible bidders will be refunded within 30 days from the receipt of eligible claim.
6	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022	EMD Detail	Any exception of EMD amount is related to bidders turnover (other than MSME option)	Bidder to be guided by GeM and Government guideline for Procurement.
7	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022	Bid Offer Validity (From End Date): 180 (Days)	Price Validity of the price 6 months - need clarification why the same is required.	Bidder to comply with GeM bid terms and conditions
8	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	3. About RFP: 3.1. Bank proposes to procure Microsoft Office Standard 2021 licenses to Canara Bank. In this connection, Bank invites proposal in GeM portal for Supply of Microsoft Office Standard 2021 licenses to Canara Bank as per the terms & conditions, technical requirements and scope of work described elsewhere in this document.	1. Please clarify whether the Bank is Looking for Licenses only or License + Software Assurance. 2. Bank to Note that the Licenses would be provided under Select + and Bank would need to sign the new agreement with the selected Bidder 3. Microsoft has a different SKU for Mac and Windows devices. Bank to clarify on the number of Mac and Window devices and the price bid should be changed accordingly	1. Software assurance is not included. 2. Bidder to comply with GeM bid terms and conditions. 3. License are for Windows devices only.



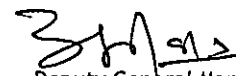
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9	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	8. Bid Validity Period: The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank	Bank to Note that there is an official communication from Microsoft on the price increase from 01st Feb 2023 and hence the validity and order procurement should be completed before 30th Jan 2023 to avail the current prices. Please change the validity clause accordingly	Bidder to comply with GeM bid terms and conditions
10	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	10. Delivery Timeline: 10.3. 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 solution is to be delivered, the Bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank.	Bank to clarify that the scope of tender is limited to supply only and any installation and commissioning is out of scope from the bidder	Bidder to be guided by GeM Bid scope of work terms
11	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	30. Right to Alter Quantities/Location: In the event of changes in plans of the Bank, Bank reserves the right to alter the quantities / locations for implementing the services by adding/deleting/substituting the devices/locations, etc., from the one specified in the tender at the same rate arrived on the same terms and conditions of this RFP.	Bank to Note that any change in the quantities would lead to change in the commercials.	Bidder to comply with GeM bid terms and conditions
12	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	34. Order Cancellation/Termination of Contract	Order cannot be cancelled once accepted by the OEM. Any cancellation shall be governed by the return/cancellation policy of the OEM.	Bidder to comply with GeM bid terms and conditions
13	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	38. Human Resource Requirement	This is not applicable as the RFP requires provision of MS Office licenses only.	The GeM bid clause stands deleted
14	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	42. Assignment	The Licenses provided by OEM will be for consumption of the Bank. Any assignment from Canara Bank thereafter will be subject to prior written approval of respective OEM.	Bidder to comply with GeM bid terms and conditions
15	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	44. Intellectual Property Rights	Since SoftwareONE is a reseller, all the indemnities for infringement of third party intellectual property rights shall be governed directly by the terms of End User License Agreement (EULA), which shall be executed directly between the Bank and OEM.	Bidder to comply with GeM bid terms and conditions



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16	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	46. Indemnity	1. Clause 46.2 - Not applicable since RFP requires provision of licenses and there is no solution/service requirement. 2. SoftwareONE is a reseller, all the indemnities for infringement of third party intellectual property rights shall be governed directly by the terms of End User License Agreement (EULA), which shall be executed directly between the Bank and OEM.	Bidder to comply with GeM bid terms and conditions
17	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	Annexure-12 DRAFT CONTRACT AGREEMENT	Please specify the value of Stamp Paper	Value of the Stamp paper is as per the respective state laws.
18	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022 ATC Documents.	EPBG of 1 % for 3 months	Bank to clarify on the need of the ePBG as the tender is for supply of Microsoft licenses which is a one time procurement and licenses would be added to the VLSC portal and the payment terms are 30 days already. Once the Licenses are supplied and verified there is nothing which needs to be done by the bidder in terms of the performance and any which way the payment terms are 30 days. In view of the above, we would request the bank to remove the ePBG requirement.	Bidder to comply with GeM bid terms and conditions
19	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022	Generic. Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid.	Please provide with the Pre Integrity pact document and specify the value of stamp paper	Value of the Stamp paper is as per the respective state laws.
20	GeM bid ref. No. GEM/2022/B/2915594 dated 28/12/2022	EMD Detail	Please specify the validity of EMD	EMD of the eligible bidders will be refunded within 30 days from the receipt of eligible claim.
21	Generic	Generic	The Bank shall be able to subscribe to additional licenses at any point of time at pro-rata Cost. Once the contract is awarded, all cancellations and returns will be governed as per return and cancellation policy of OEM.	Bidder to comply with GeM bid terms and conditions

Date: 09/01/2023

Place: Bangalore


Deputy General Manager

