

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	11	SECTION B - INTRODUCTION	10. Training	No separate training is required. The selected Vendor has to give demo and explain the below operational guidelines of the product at the site of the installation to Bank's Officials: a. Login to Tablet Computers b. Initial Setup. c. Connecting various Cables and Accessories	Please provide more clarity with regard to the accessories to be connected	Bidder has to comply with the RFP terms.
2	12	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery & Installation	1.2. Delivery of all Tablet Computers should be within Four (4) weeks from the date of acceptance of the Purchase Order or Five (5) Weeks from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. 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.	We request you to change the delivery period as 6 weeks from the date of acceptance of purchase order or 7 weeks from the date of purchase order, due to Pandemic situation all deliveries are getting delayed so we request you to consider it.	RFP clause is amended as under: "1.2. Delivery of all Tablet Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) Weeks from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. 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."
3	12	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery & Installation	1.2. Delivery of all Tablet Computers should be within Four (4) weeks from the date of acceptance of the Purchase Order or Five (5) Weeks from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. 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.	Delivery time required up to 6 to 8 weeks, since this is across India	RFP clause is amended as under: "1.2. Delivery of all Tablet Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) Weeks from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. 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."



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4	12	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery & Installation	1.2. Delivery of all Tablet Computers should be within Four (4) weeks from the date of acceptance of the Purchase Order or Five (5) Weeks from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. 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.	Need More Delivery time due to current Pandemic this is force Majeure. Need Extension in the Delivery to 10-11 Weeks	RFP clause is amended as under: "1.2. Delivery of all Tablet Computers should be within <u>Six (6) weeks</u> from the date of acceptance of the Purchase Order or <u>Seven (7) Weeks</u> from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. 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."
5	12	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery & Installation	1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within One (1) week from the date of delivery of all the materials for each ordered locations.	We request you to consider the installation of all hardware and software from the date of delivery from one week to 2 weeks, due to uncertain situation present now(Due to Covid -19)	RFP clause is amended as under: "1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within <u>Two (2) weeks</u> from the date of delivery of all the materials for each ordered locations."
6	12	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery & Installation	1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within One (1) week from the date of delivery of all the materials for each ordered locations.	Need More Delivery time due to current Pandemic this is force Majeure. Need Extension in the Delivery to 10-11 Weeks	RFP clause is amended as under: "1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within <u>Two (2) weeks</u> from the date of delivery of all the materials for each ordered locations."
7	12	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery & Installation	1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within One (1) week from the date of delivery of all the materials for each ordered locations.	Installation time required up to 4 weeks , since this is across India.	RFP clause is amended as under: "1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within <u>Two (2) weeks</u> from the date of delivery of all the materials for each ordered locations."
8	12	Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS	1. Delivery & Installation	1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within One (1) week from the date of delivery of all the materials for each ordered locations.	Request bank to give 2 weeks of time for installations.	RFP clause is amended as under: "1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within <u>Two (2) weeks</u> from the date of delivery of all the materials for each ordered locations."



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9	13	SECTION C- DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/ Liquidated Damages:	3.2. In case faulty Tablet Computers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100 (Plus GST) per tablet per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.	This NBD Service T&C Will be only applicable to T2 and T1 Cities or all the Branches of Canara bank even in Remote areas. Requesting to relax to 72 Hrs Replacement Time for T3 Cities	RFP clause is amended as under: "3.2. In case faulty Tablet Computers are not repaired/replaced within Two (2) Business days , Bank shall impose a penalty of Rs.100 (Plus GST) per tablet per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period."
10	13	SECTION C- DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Penalties/Liquidated Damages:	3.2. In case faulty Tablet Computers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100 (Plus GST) per tablet per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.	Please make MTTR next Business day for Urban locations and Two business day for non urban locations.	RFP clause is amended as under: "3.2. In case faulty Tablet Computers are not repaired/replaced within Two (2) Business days , Bank shall impose a penalty of Rs.100 (Plus GST) per tablet per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period."
11	13	SECTION C- DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Pre-Dispatch Inspection (PDI):	2.1. The 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.	Request Bank to provide extra one week	Kindly refer Clause 2.2 of SECTION C- DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs). Bidder has to comply with the RFP terms.
12	14	SECTION C- DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms:	4.3. The selected bidder has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	Due to lockdown at many places getting original document is difficult & take considerable time so request you to take scan copy.	Bidder has to comply with the RFP terms.
13	15	SECTION C- DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Local Support	5.3. Response Time and Meantime to Restore [MTTR] 5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day. 5.3.2. Time specified above is from lodging of complaint. 5.3.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP).	This T&C is Relevant to OEM Service center for response after Logging the call or Bidder.	RFP clause is amended as under: "5.3. Response Time and Meantime to Restore (MTTR) 5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be within Two (2) Business days . 5.3.2. Time specified above is from lodging of complaint. 5.3.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP)."
14	15	SECTION C- DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	7. Warranty:	7.3. If any defect in the Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.	Requesting to Waive Off this clause. Calls logged before the end of Warranty Period shall only have to be resolved after Warranty lapse.	Bidder has to comply with the RFP terms.



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15	17	SECTION C- DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	13. Secure Deployment & Security Compliance to Policies and Process:	13.1. All the hardware or required components should be shipped directly from OEM to Bank premises.	Request Bank to clarify this term. In case SI received the orders in that case materials will shipped from SI to Bank respective branches / locations	RFP clause is amended as under: "13.1. All the hardware or required components should be shipped directly from OEM/Bidder's warehouse directly to Bank premises."
16	20	SECTION E- SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC:	4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Tablet Computers at the location which is identified by the Bank.	Requesting to give 15-20 days prior notice for organizing the POC	RFP clause is amended as under: "4.2. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days from the date of opening of Part B- Technical Proposals. Hence, Bidder is required to arrange the required Hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days."
17	22	SECTION E- SELECTION OF BIDDER	8. Determination of L1 Price	8.6. The bidder who is L1 will be referred to as the selected bidder.	Kindly make it split order between L1 & L2.	Bidder has to comply with the RFP terms.
18	28	Annexure-2	Eligibility Criteria Declaration Point no. c	Eligibility Criteria: The Bidder should have the Average Turnover of minimum Rs. 1 Crore for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies. Documents to be submitted with Part A-Conformity to Eligibility Criteria: Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	We request you increase the turnover from 1 Crore to 25 Crore for the last 3 financial years.	Bidder has to comply with the RFP terms.



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19	29	Annexure-2	Eligibility Criteria Declaration Point no. e	<p>Eligibility Criteria: The Bidder should have supplied and installed atleast 20 Tablet Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the tablet Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Documents to be submitted with Part A-Conformity to Eligibility Criteria: Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>	<p>Since the RFP is mentioning that the bidder can be either OEM or an authorized partner. Can we submit reference PO from the OEMs for similar orders.</p>	<p>Eligibility Criteria is amended as under: "e. The Bidder should have supplied and installed atleast 20 Tablet Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for <u>Scheduled Commercial Banks/ Government Departments/ Public Sector Units/ BFSI/ Corporate Clients/Micro Finance Banks.</u> Out of the above orders Bidder must have supplied the tablet Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for <u>Scheduled Commercial Banks/ Government Departments/ Public Sector Units/ BFSI/ Corporate Clients/Micro Finance Banks.</u> Documents to be submitted with Part A-Conformity to Eligibility Criteria: Purchase Order Copies/Reference Letter duly mentioning the location details from the customers to be submitted".</p>
20	29	Annexure-2	Eligibility Criteria Declaration Point no. e	<p>Eligibility Criteria: The Bidder should have supplied and installed atleast 20 Tablet Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the tablet Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Documents to be submitted with Part A-Conformity to Eligibility Criteria: Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>	<p>The bidder should have supplied and installed atleast 20 Tablet computers in at least 15 states of india in single/multiple order during the period from 01/04/2016 to 31/03/2020 for BFSI/ Corporate Clients/Micro Finance Bank</p>	<p>Eligibility Criteria is amended as under: "e. The Bidder should have supplied and installed atleast 20 Tablet Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for <u>Scheduled Commercial Banks/ Government Departments/ Public Sector Units/ BFSI/ Corporate Clients/Micro Finance Banks.</u> Out of the above orders Bidder must have supplied the tablet Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for <u>Scheduled Commercial Banks/ Government Departments/ Public Sector Units/ BFSI/ Corporate Clients/Micro Finance Banks.</u> Documents to be submitted with Part A-Conformity to Eligibility Criteria: Purchase Order Copies/Reference Letter duly mentioning the location details from the customers to be submitted".</p>




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21	29	Annexure-2	<p>Eligibility Criteria Declaration</p> <p>Point no. e</p>	<p>Eligibility Criteria: The Bidder should have supplied and installed atleast 20 Tablet Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the tablet Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Documents to be submitted with Part A-Conformity to Eligibility Criteria: Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>	<p>Out of the above orders bidder must have supplied tablet computers for more than 5 states across india in a Single order from 01/04/2016 to 31/3/2020 for BFSI/ Corporate Clients/ Micro Finance Bank</p>	<p>Eligibility Criteria is amended as under: "e. The Bidder should have supplied and installed atleast 20 Tablet Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for <u>Scheduled Commercial Banks/ Government Departments/ Public Sector Units/ BFSI/ Corporate Clients/Micro Finance Banks.</u> Out of the above orders Bidder must have supplied the tablet Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for <u>Scheduled Commercial Banks/ Government Departments/ Public Sector Units/ BFSI/ Corporate Clients/Micro Finance Banks.</u> Documents to be submitted with Part A-Conformity to Eligibility Criteria: Purchase Order Copies/Reference Letter duly mentioning the location details from the customers to be submitted".</p>
22	29	Annexure-2	<p>Eligibility Criteria Declaration</p> <p>Point no. f</p>	<p>Eligibility Criteria: The Bidder should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP. Documents to be submitted with Part A-Conformity to Eligibility Criteria: The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4. In Case Bidder is having Service /Support Office for only 15 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 09 Locations from their partner's/franchises' Service Center as per RFP terms. Bidder also has to provide the contact details as per Annexure-4.</p>	<p>The OEM will have their service centres across major cities. Contact details of the same can be provided</p>	<p>Eligibility Criteria is amended as under: "f. The Bidder/OEM should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP. Documents to be submitted with Part A-Conformity to Eligibility Criteria: The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-4. In Case Bidder/OEM is having Service /Support Office for only 15 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 09 Locations from their partner's/franchises' Service Center as per RFP terms. Bidder also has to provide the contact details as per Annexure-4.</p>

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23	29	Annexure-2	Eligibility Criteria Declaration Point no. g	<u>Eligibility Criteria:</u> Minimum 100 Nos. of tablet Computers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2017 to 31/03/2020. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies or Letters from the Customers duly mentioning the Make and quantity of the Tablet Computers to this effect are to be enclosed.	PO reference can be given for the orders placed on the OEM for the same.	Bidder has to comply with the RFP terms.
24	29	Annexure-2	Eligibility Criteria Declaration Point no. g	<u>Eligibility Criteria:</u> Minimum 100 Nos. of tablet Computers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2017 to 31/03/2020. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies or Letters from the Customers duly mentioning the Make and quantity of the Tablet Computers to this effect are to be enclosed.	We supplied through GEM and Tenders. Pls. allow sharing PO Reference Number.	Bidder has to comply with the RFP terms.
25	31	Annexure 7	Technical Requirements for Tablet Computers in Canara Bank Point No. I	<u>I. Operating System:</u> Preinstalled with Windows 10 Pro or above	Please confirm if Android OS can be added & accepted	Bidder has to comply with the RFP terms.
26	31	Annexure 7	Technical Requirements for Tablet Computers in Canara Bank Point No. j	<u>j. Slots and Ports:</u> Micro USB or USB 3.0 or above, SD Memory Card Reader, Docking Connector, 3.5 mm audio Jack for connecting 3.5 mm earphones/headphones, HDMI built in/Add on Converter, Charging Port.	Pls allow USB 2.0 or better	RFP clause is amended as under: " j. Slots and Ports: Micro USB/Type-C/USB 3.0 or above, SD Memory Card Reader, Docking Connector, 3.5 mm audio Jack for connecting 3.5 mm earphones/headphones, HDMI built in/Add on Converter, Charging Port."
27	31	Annexure 7	Technical Requirements for Tablet Computers in Canara Bank Point No. i	<u>i. Camera:</u> Front Facing: Min 2MP Rear Facing : Min 5MP	Pls allow Andriod OS also	Bidder has to comply with the RFP terms.

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28	32	Annexure 7	Technical Requirements for Tablet Computers in Canara Bank Point No. n	n. <u>Keyboard:</u> Keyboard should be Detachable from the Tablet. Keyboard should have touchpad.	Keyboard will be as per OEM. Will be part of the OS. Touchscreen keyboard. The detachable keyboard not available	Bidder has to comply with the RFP terms.
29	35	Annexure 13	Manufacturer/Authorized Distributor in India Authorization Form	We (Manufacturer/Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.	We request you to change the wording as, we (xxx / Indian Distributor) extend full warranty as per terms and conditions. As most of the manufacturers provide only warranty.. So request you to consider the above point.	Bidder has to comply with the RFP terms.
30	NA	NA	NA	New Clause: Dollar Escalation	In case there is increase or decrease of more than 3% in dollar price, the approved price to be revised to the extent of 1% less than the actual percentage.	Bidder has to comply with the RFP terms.

Date: 17/07/2020
Place: Bengaluru


Deputy General Manager
