

**REPLIES TO PREBID QUERIES FOR EOI 01/2020-21 DATED 06/03/2021 FOR EMPANELEMENT OF VENDORS FOR PROVIDING COMPREHENSIVE ONSITE AMC SERVICES FOR COMPUTER HARDWARE ITEMS/MODEMS AT BRANCHES/OFFICES UNDER DAVANGERE, GOA, KARWAR, SHIVAMOGGA, UDUPI I & UDUPI II REGIONS IN KARNATAKA STATE & GOA STATE UNDER CANARA BANK, CIRCLE OFFICE MANIPAL**

SL NUM	RFP CLAUSE NO:	RFP CLAUSE	CLAUSE/TECHNICAL SPECIFICATION	BIDDER'S QUERY	BANK'S REPLY
1	2	BID DETAILS IN BRIEF DESCRIPTION	LAST DATE OF SUBMISSION OF BID	WE REQUEST YOU TO CLARIFY WHETHER THE LAST DATE OF SUBMISSION OF BID WILL BE EXTENDED	BIDDERS ARE CLARIFIED THAT THERE WILL NOT BE ANY EXTENSION FOR THE DATE OF SUBMISSION OF BIDS.
2	5	ELIGIBILITY CRITERIA	LOCAL SERVICE CENTRES	WE REQUEST YOU TO CLARIFY WHETHER LOCAL SERVICE CENTRES ARE REQUIRED FOR ALL THE REGIONS COMING UNDER CIRCLE OFFICE MANIPAL	BIDDERS ARE INFORMED TO GO THROUGH POINT NO.5 OF ELIGIBILITY CRITERIA WHEREIN WE HAVE INFORMED THAT SERVICE CENTRES SHOULD BE AVAILABLE IN 6 REGIONS UNDER OUR CIRCLE. IF THE SAME IS NOT AVAILABLE A DECLARATION TO BE GIVEN TO ESTABLISH THE SAME AS AND WHEN AN ORDER IS PLACED ON THE FIRM
3	6	APPLICATION FEE	PAYMENT MODE FOR APPLICATION FEE	WE REQUEST YOU TO CLARIFY WHETHER THE PAYMENT CAN BE MADE THROUGH ACCOUNT TRANSFER/NEFT	BIDDERS ARE INFORMED THAT APPLICATION FEE CAN BE REMITTED THROUGH NEFT/RTGS/ACCOUNT TRANSFER TO OUR ACCOUNT <b>NUMBER:3085296000002 IFSC CODE:CNRB0003085</b>
4	7.3	SCOPE OF EMPANELEMENT	IT HARDWARE ITEMS COVERED UNDER AMC	WE REQUEST YOU TO CLARIFY WHETHER ALL THE MODEMS IN BRANCHES/OFFICES ARE PROPOSED FOR AMC CONTRACT AND WHAT WILL BE THE TYPE OF MODEMS AVAILABLE IN BRANCHES.	BIDDERS ARE INFORMED THAT ONLY MODEMS SUPPLIED BY THE BANK WILL BE ELIGIBLE FOR AMC AND THE TYPE OF THE MODEMS WILL BE TEAM LINK, ATRIE AND NOMUS GATEWAY ETC.
5	7.3	SCOPE OF EMPANELEMENT	IT HARDWARE ITEMS COVERED UNDER AMC	WE REQUEST YOU TO CLARIFY WHETHER BAR CODE PRINTERS ARE INCLUDED IN THE SCOPE OF AMC	BIDDERS ARE INFORMED THAT THE SERVICE OF BAR CODE PRINTERS ARE ALSO INCLUDED IN THE SCOPE OF EMPANELEMENT
6	10	SCOPE OF WORK FOR AMC SERVICES	DETAILS ON SCOPE OF WORK FOR AMC SERVICES	WE REQUEST YOU TO PROVIDE THE COMPLETE SCOPE OF WORK FOR AMC SERVICES.	BIDDERS ARE INFORMED THAT BASIC SCOPE OF WORK FOR AMC SERVICES ARE PROVIDED CLAUSE NO.10 AND DETAILED SCOPE OF WORK FOR AMC SERVICES WILL BE PUBLISHED WHILE FLOATING THE RFP FOR AMC SERVICES.
	6.2.	APPLICATION FEE	EXEMPTION OF APPLICATION FEE	WE REQUEST YOU TO CLARIFY WHETHER APPLICATION FEE FOR VENDORS CATEGORISED UNDER MSME SECTOR IS EXEMPTED	BIDDERS PLEASE GO THROUGH CLAUSE NO 6.2 & 6.3 WHERE WE HAVE MENTIONED THAT MSEs ARE EXEMPTED FROM APPLICATION FEE AND RELEVANT DOCUMENT PROOF FOR THE CATEGORISATION HAS TO BE SUBMITTED WITH THE EOI PROPOSAL.



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8	7.10.2	SCOPE OF EMPANELEMENT	PERFORMANCE BANK GUARANTEE	WE REQUEST YOU TO REDUCE THE BANK guarantee TO MAXIMUM 10 % OF THE ORDER VALUE AS THE PAYMENT MODE FOR AMC IS ON ARREARS AND ALSO OTHER CIRCLES ARE GIVING ONLY MAXIMUM 10% OF ORDER VALUE AS BANK GUARANTEE	BIDDERS ARE INFORMED THAT THE CLAUSE HAS BEEN AMENDED TO 10% OF THE ORDER VALUE HAS TO BE SUBMITTED AS THE PERFORMANCE BANK GUARANTEE.
9	ANNEXURE 9	SERVICE SUPPORT DETAILS	ENGINEER DETAILS	WE REQUEST YOU TO CLARIFY WHETHER ALL THE ENGINEERS DETAILS HAVE TO BE SHARED OR ONLY TEAM LEADERS DETAILS IS MANDATORY	BIDDERS ARE INFORMED THAT THE DETAILS OF ALL THE ENGINEERS AVAILABLE FOR SUPPORT HAS TO BE PROVIDED THROUGH ANNEXURE 9

DATE: 17/03/2021

PLACE: MANIPAL

*Dadeus*  
DEPUTY GENERAL MANAGER

*Q* *A* *F*

