

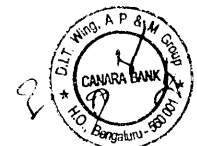
Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	A	1. BID SCHEDULE	<u>Last Date and Time for Submission of Bids:</u> 21/01/2019, Monday upto 3.00pm	<u>Clarifications and amendments:</u> 28-01-2018 <u>Reason for Seeking Changes:</u> Sir, we hereby request the Bank to extend the tender submission date from 21st January 2019 to 28th January 2019. This will give the bidders the required time to prepare for the bid submission	Bidder has to comply with RFP Terms.
2	2	A	1. BID SCHEDULE	<u>Last Date and Time for Submission of Bids:</u> 21/01/2019, Monday upto 3.00pm	Request Bank to extend another 2 weeks' time for bid submission	Bidder has to comply with RFP Terms.
3	9	B	2. Definitions:	2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.	'Bidder' to be read as Bidder/OEM	OEM can be a Bidder. However, clause no. 6 of Section B, also to be complied with.
4	9	B	4. Objective:	4.1. The Objective of this RFP is to enter into Rate Contract with Selected Bidder for Supply, Installation and Maintenance of Laptop Computers. This Rate Contract will be applicable for all the Branches/Offices of Bank across India. The requirement mentioned in the RFP is estimated only and Bank will place the purchase order through its Circle Offices and Head Office and other offices based on requirement during the validity period.	We understand that order will not be placed from Branch Offices. Kindly confirm	Order will be placed from Circle offices and various Wings of Head Office of the Bank.
5	10	B	7. Requirement Details:	7.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also note that there is no minimum purchase commitment by the Bank to the Bidder. Bank shall procure the Laptop Computers as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.	We understand that quantity variation will only be +/- 25% as mentioned in clause 7.4 on page 11. Kindly confirm	Yes. 25% quantum is on the total quantity mentioned in Bill of Material.
6	11	B	8. Scope of Work:	8.3. Project Completion and Management 8.3.1. <u>For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.</u> 8.3.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.	We request that Single point of contact can be based out of any city, but will however participate in all calls and ensure smooth completion of project	Bidder has to comply with the RFP Terms.
7	11	B	9. Training	No separate training is required. The selected Vendor has to give demo and explain operational guidelines of the product at the site of the installation to Bank's Officials	Kindly specify the vendor scope	RFP Clause is modified as under: "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 Laptop Computers b. Initial Setup. c. Setting of Fingerprint for locking & un-locking the Laptop Computers. d. Connecting various Cables and Accessories"



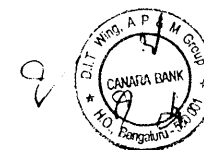
Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
8	12	C	1. Delivery & Installation:	1.2. Delivery of all Laptop Computers should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	a. We understand that date of last material delivered refers to the date of last material delivered of a particular locataion. Kindly confirm. b. Also we request 1 extra week for deivery at North East J&K,Lakshwadeep ,Port Blair Locations instead on Raod Permit Locations.	a. it refers to the order. b. RFP Clause is modified as under: "1.2. Delivery of all Laptop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be Seven (7) Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post."
9	12	C	1. Delivery & Installation:	1.2. Delivery of all Laptop Computers should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	We understand that date of last material delivered refers to the date of last material delivered of a particular order. Kindly confirm	it refers to the particular order.
10	12	C	1. Delivery & Installation:	1.2. Delivery of all Laptop Computers should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Since it is a rate contract & purchase will be multi location pan India, request Bank to provide atleast 6 weeks for urban areas & 8 weeks for road permit locations	RFP Clause is modified as under: "1.2. Delivery of all Laptop Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be Seven (7) Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post."



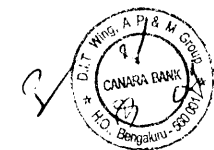
Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
11	12	C	1. Delivery & Installation:	1.2. Delivery of all Laptop Computers should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Request you to change the same from 5 weeks to 8 weeks for all locations, since the product is built to order.	RFP Clause is modified as under: "1.2. Delivery of all Laptop Computers should be within <u>Six (6) weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be <u>Seven (7) Weeks</u> . Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post."
12	12	C	1. Delivery & Installation:	1.2. Delivery of all Laptop Computers should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Request Bank to provide minimum 8 weeks of delivery time from the date of acceptance of the PO	RFP Clause is modified as under: "1.2. Delivery of all Laptop Computers should be within <u>Six (6) weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be <u>Seven (7) Weeks</u> . Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post."
13	12	C	1. Delivery & Installation:	1.2. Delivery of all Laptop Computers should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	We request you to provide 7 weeks for delivery for non road permit locations and 8 weeks for road permit locations.	RFP Clause is modified as under: "1.2. Delivery of all Laptop Computers should be within <u>Six (6) weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be <u>Seven (7) Weeks</u> . Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post."



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14	12	C	1. Delivery & Installation:	1.3. 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 1 week from the date of delivery of all the materials for each ordered locations.	Request Bank to provide 2 weeks	RFP Clause is modified as under: "1.3. 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 2 weeks from the date of delivery of all the materials for each ordered locations."
15	12	C	1. Delivery & Installation:	1.3. 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 1 week from the date of delivery of all the materials for each ordered locations.	In case Installation is not completed within 30 days due to reasons attributable to the Bank, warranty will start from date of delivey, please confirm	RFP Clause is modified as under: "1.3. 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 2 weeks from the date of delivery of all the materials for each ordered locations."
16	12	C	1. Delivery & Installation:	1.3. 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 1 week from the date of delivery of all the materials for each ordered locations.	Request clarification In case of customer allocation/delay, we need a clear SOW to be defined and release payment against 30%	Bidder has to refer Annexure-8 for Scope of Work. RFP Clause is modified as under: "1.3. 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 2 weeks from the date of delivery of all the materials for each ordered locations."
17	12	C	1. Delivery & Installation:	1.3. 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 1 week from the date of delivery of all the materials for each ordered locations.	Request you to change the same for the the successful Bidder should ensure installtion of the delivered Hardware & software and complete all the works specified in the scope of work at the bank branch/office with in 2 weeks from the date of delivery of all the materials for each ordered locations.	RFP Clause is modified as under: "1.3. 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 2 weeks from the date of delivery of all the materials for each ordered locations."
18	12	C	1. Delivery & Installation:	1.3. 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 1 week from the date of delivery of all the materials for each ordered locations.	Request Bank to provide minimum 3 weeks of installation time from the date of product delivery.	RFP Clause is modified as under: "1.3. 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 2 weeks from the date of delivery of all the materials for each ordered locations."



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19	12	C	1. Delivery & Installation:	1.3. 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 1 week from the date of delivery of all the materials for each ordered locations.	We request the clause to be amended as below : 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 1 week 7 working days from the date of delivery of all the materials for each ordered locations. Also for North East, J&K, Lakshwadweep and Portblair, please allow 10 working days from delivery date to complete the installaation	RFP Clause is modified as under: "1.3. 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>2 weeks</u> from the date of delivery of all the materials for each ordered locations."
20	12	C	1. Delivery & Installation:	1.4. 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/not billed, the bidder in such cases shall deliver, install at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered/billed, 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 (if contracted) should be applicable to the altered locations also.	Need clarity if redistribution will happen in the same city or state. Change in location should be provided before order is delivered to customer. Against revised invoice, delivery shall be made to revised address. This shall call for additional cost of redirection. Post-delivery, transportation shall be on customer account as ownership is transferred	Bidder has to comply with the RFP Terms.
21	12	C	1. Delivery & Installation:	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.	The damages in transit due to unforeseen instance are not in our control. We request you to consider the delivery date as of the damaged goods and other materials which are not damaged as the same date. We however, confirm that we will supply the goods as per the tender term.	Bidder has to comply with RFP Terms.
22	12	C	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.	We will intimate one week in advance of the shipment availability for PDI. Bank to ensure the third-party consultant are informed/aligned to avoid delay in delivery. In the event of delay from third party, bank to extend delivery timelines by additional days	Bidder has to comply with the RFP Terms. Kindly refer the amendment related to Clause no. 2.2.
23	12	C	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 wek	Bidder has to comply with the RFP Terms.



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24	12	C	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.	We understand that time taken for Pre Dispatch Inspection will be excluded from total delivery timeline of 5 weeks. Kindly Confirm	Bidder has to comply with the RFP Terms.
25	13	C	2. Pre-Dispatch Inspection (PDI)	2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure.	Please note below is the scope for PDI at hub Physical Verification- Verify Make & Model against PO with Configuration Sheet (accessories included) - BIOS- system set-up/Hardware Config. - Hard-disk, Motherboard Make, model, mouse etc. - Notebook- battery consumption test (battery discharges) - Components verification- 1 or 2 systems will be opened up for testing ?? Documentation Testing compliance report- serial #, PPID report with Service Tag details 3rd Party App Test CPUZ App (downloadable .exe file, copy in pen drive)- 3rd party app run in each and every system: - Hardware Configuration - Threads - Cores of Processor - Memory Polarity We cannot perform any Burn/Loop/Cycle Test at warehouse	RFP Clause is modified as under: "2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. However, if the PDI is not conducted within seven days from the date of readiness for PDI given by the Vendor for the reason attributable to the Bank and/or Bank's PDI Vendor, Bank will extend the date of Delivery to the extent of delay in conducting PDI. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure."
26	13	C	3. Penalties/Liquidated Damages:	3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laptop Computers in all locations would be as under. 3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Laptop Computers, per week or part thereof, on the invoice value of the Laptop Computers wise.	We understand penalty of 0.5(Plus GST) on delay in delivery will be for the Undelivered Invoice value. Kindly confirm	Bidder has to comply with the RFP Terms.
27	13	C	3. Penalties/Liquidated Damages:	3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laptop Computers in all locations would be as under. 3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Laptop Computers, per week or part thereof, on the invoice value of the Laptop Computers wise.	Request Bank to reduce the non-compliance of the delivery to 0.10% instead of 0.50%	Bidder has to comply with RFP Terms.



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28	13	C	3. Penalties/Liquidated Damages:	3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laptop Computers in all locations would be as under. 3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Laptop Computers, per week or part thereof, on the invoice value of the Laptop Computers wise.	We request you to change the penalty/liquidated damages calculation on the value of the item without including the tax as per the clause 3.1.3	Bidder has to comply with RFP Terms.
29	13	C	3. Penalties/Liquidated Damages:	3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laptop Computers in all locations would be as under 3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per Laptop Computers, per week or part thereof, on the invoice value of the Laptop Computers wise.	We understand that penalty of 0.5% (Plus GST) on delay in installation will be on Uninstalled invoice value. Kindly confirm	Bidder has to comply with the RFP Terms.
30	13	C	3. Penalties/Liquidated Damages:	3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laptop Computers in all locations would be as under. 3.1.3. However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 5% (Plus GST) of the total value of the order (exclusive of Taxes).	Request Bank to reduce penalty cap up to 2% of the total order value	Bidder has to comply with RFP Terms.
31	13	C	3. Penalties/Liquidated Damages:	3.2. In case faulty Laptop Computers are not repaired/replaced within a Business day as per clause 5.3, Bank shall impose a penalty of Rs. 100 (Plus GST) per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 5% (Plus GST) of the total value of the order.	Request Bank to reduce Rs. 50 /- per day of delay in repairing / replacement laptop	Bidder has to comply with RFP Terms.
32	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 1. Delivery-70%-70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	Bank to adhere and release 70% payments on successful submission of relevant documents without any deviations	Bidder has to comply with RFP Terms.
33	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 1. Delivery-70%-70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed	Payment Terms: 90% on delivery of all hardware & software items on production of relevant documents. Please note that originals of invoices (Plus One Copy) reflecting taxes and duties, proof of delivery duly signed by bank/officials of the respective branches/office and manufacturer's/Supplier's warranty certificate should be submitted while claiming payment in respect of orders placed.	Bidder has to comply with the RFP Terms.



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34	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 1. <u>Delivery-70%-70%</u> on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed	Request Bank to release 90% payment on Delivery of Laptops	Bidder has to comply with RFP Terms.
35	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 1. <u>Delivery-70%-70%</u> on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed	We request you to change the payment term to 80% on delivery and 20% on installation report or with site not ready report	Bidder has to comply with RFP Terms.
36	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 2. <u>Installation & Maintenance-30%-30%</u> of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor 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.	In case of unavoidable situation like Site not ready /stocking at respective RO/ systems redistributed to other branches resulting in delay of Installation completion, Canara bank to not withhold 30% payment	RFP Clause is modified as under: "4.1. Payment schedule will be as under: 2. Installation & Maintenance-30%-30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor 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. <u>If Laptop is not installed within 30 days from the date of Delivery of the Laptop, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the Laptop Computers within a week from the date of informing site readiness without any extra cost.</u> "
37	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 2. <u>Installation & Maintenance-30%-30%</u> of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor 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.	Installation Maintenance: 10% of the total cost will be released after successful installation of Hardware/Software items supplied as per scope of work. The vendor has to submit installation reports duly signed by the bank officials of the respective branches/offices while claiming payment. The invoice and installation report should contain the product serial number of the item supplied.	Bidder has to comply with the RFP Terms.



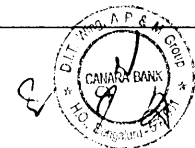
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38	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 2. Installation & Maintenance-30% :30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit 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.	Request Bank to release balance 10% on successful installation.	Bidder has to comply with RFP Terms.
39	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 2. Installation & Maintenance-30% :30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor 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.	We request that in case the Site is not ready within 30 days of delivery, balance 30% payment should be released upon undertaking by the bidder that installation will be ready as soon as site is ready	RFP Clause is modified as under: "4.1. Payment schedule will be as under: 2. Installation & Maintenance-30%-30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor 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. <u>If Laptop is not installed within 30 days from the date of Delivery of the Laptop, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the Laptop Computers within a week from the date of informing site readiness without any extra cost.</u> "
40	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 2. Installation & Maintenance-30% :30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor 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.	Request you to change 20% will be released if the SNR (Site Not ready) after delivery of Laptop . A Copy is produced signed by branch Head and balance 10% will be released after installation is done.	Bidder has to comply with RFP Terms.
41	14	C	4. Payment Terms:	4.3. The vendor 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.	In our ERP, the format for invoice used does not have an option for printing multiple serial nos/serial nos being supplied as per PO. Hence, we request you to allow us to provide the serial nos as an additional sheet.	Bidder has to comply with RFP Terms.



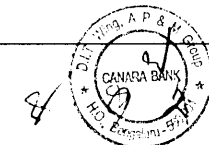
Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
42	14	C	5. Local Support:	5.3. Response Time and Meantime to Restore [MTTR] <u>5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.</u> 5.3.2. Time specified above is from lodging of complaint.	We request you to change the MTTR to two business days.	RFP Clause is modified 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 next Business day. 5.3.2. Time specified above is from lodging of complaint."
43	14	C	5. Local Support:	5.3. Response Time and Meantime to Restore [MTTR] <u>5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.</u> 5.3.2. Time specified above is from lodging of complaint.	Please make MTTR next Business day for Urban locations and Two business day for non urban locations.	RFP Clause is modified 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 next Business day. 5.3.2. Time specified above is from lodging of complaint."
44	14	C	5. Local Support:	5.3. Response Time and Meantime to Restore [MTTR] <u>5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.</u> 5.3.2. Time specified above is from lodging of complaint.	We request the Mean Time to Resolve as 1 Business Day for Class A Cities 2 Business Day for Class B Cities 3 Business Day for Class C Cities	RFP Clause is modified 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 next Business day. 5.3.2. Time specified above is from lodging of complaint."
45	14	C	5. Local Support:	5.3. Response Time and Meantime to Restore [MTTR] <u>5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.</u> 5.3.2. Time specified above is from lodging of complaint.	Request you to change from 6 hrs to Business Hours	RFP Clause is modified 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 next Business day. 5.3.2. Time specified above is from lodging of complaint."
46	15	C	7. Warranty:	The entire equipments / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 3 years from the Date of Installation/commissioning. However, consumable (Cartridge Toner) and physically damaged plastic will not be covered under warranty	OS installation disc to be provided by customer at site. OS reinstallation remote support provided on best effort basis we will only help in providing the firmware/drivers/ upgrades and if required by the customer, we will help installing remotely through the phone support. No onsite support for installation/ upgrade of firmware's / drivers.	Bidder has to comply with the RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
47	15	C	7. Warranty:	The entire equipments / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 3 years from the Date of Installation/commissioning. However, consumable (Cartridge Toner) and physically damaged plastic will not be covered under warranty	In the event of OS issues standard OS will be available from DELL support site, bank to confirm if the same can be downloaded or every laptop is required to be supplied with OS DVD as long as Bank is procuring with Optical Drive	Bidder has to comply with the RFP Terms.
48	15	C	7. Warranty:	The entire equipments / hardware (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 3 years from the Date of Installation/commissioning. However, consumable (Cartridge Toner) and physically damaged plastic will not be covered under warranty	We request you to change the warranty for a period of 36 months from the date of installation/SNR or 37 months from the date of delivery.	Bidder has to comply with RFP Terms.
49	16	C	9. Annual Maintenance Contract (AMC) (if contracted):	9.5. During the Warranty and AMC (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include 9.5.1. Rectification of Bugs/defects if any. 9.5.2. Preventive Maintenance Yearly. 9.5.3. Maintenance of Laptop Computers including Software drivers.	Resolution is on best effort basis and timelines cannot be confirmed due to complexities of issues, user input, Part & Customer availability, Force majeure. OS installation disc to be provided by customer at site. OS reinstallation remote support provided on best effort basis Dell will only help in providing the firmware/drivers/upgrades and if required by the customer Dell will help installing remotely through the phone support. No onsite support for installation/upgrade of firmware's / drivers	Bidder has to comply with the RFP Terms.
50	16	C	9. Annual Maintenance Contract (AMC) (if contracted):	9.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware and software). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 8 of Section-F. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.	If the AMC is quoted less than 5%, we request the bank to allow us to submit PBG for the difference percentage quoted for the period of three years (warranty period, as already bank is taking a PBG) and again allow extend/submit PBG for AMC period.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
51	29	F	8. Security Deposit / Performance Bank Guarantee:	8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.	We request you to kindly change as, The successful bidder submit a Security deposit/ performance Guarantee for 10% of total value of the contract within 21 days from the date of acceptance of the order	Bidder has to comply with the RFP Terms.
52	29	F	8. Security Deposit / Performance Bank Guarantee:	8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.	We request you to change the Security deposit / Performance guarantee for 10% of the total value of the contract within 15 days from the date of acceptance of the order.	Bidder has to comply with RFP Terms.
53	29	F	8. Security Deposit / Performance Bank Guarantee:	8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.	Request Bank to consider 10% PBG	Bidder has to comply with RFP Terms.
54	29	F	8. Security Deposit / Performance Bank Guarantee:	8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.	We request you to provide 30 days for submitting the PBG	Bidder has to comply with RFP Terms.
55	29	F	8. Security Deposit / Performance Bank Guarantee:	8.5. Security Deposit/Performance Bank Guarantee should be valid for contract period from the date of last installation and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.	We request you to mention the number of months the BG is to be submitted as contract period. It should be either Installation Report /Site not ready	Bidder has to comply with RFP Terms.
56	30	F	10. Pricing:	10.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.	As you are aware the volatility in dollar exchange rate (which is beyond predictability), we request you to review this clause. If the dollar exchange rate is increased by 3% (as on commercial closure date), we request you to increase the price to that affect. This can be reviewed in 3 months.	Bidder has to comply with RFP Terms.
57	31	F	11	Order Cancellation / Termination of Contract	We would request the customer to cancel/terminate the contract only on the happening of a material breach, which remains uncured despite a prior notice of 30 days from the customer asking the bidder to rectify the material breach.	Bidder has to comply with the RFP Terms.
58	34	G	10. Insurance	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	We request you to modify clause with insurance coverage upto delivery of equipment at respective locations .	Bidder has to comply with the RFP Terms.
59	40	H	H	Purchase preference	Since the supply Pan india, the Bank should not dependent on one Vendor. We request Bank to incorporate split order clause in 60:40 ratio between L1 & L2 bidders if L2 is ready to match L1 price	Bidder has to comply with the RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
60	48	Annexure-2	Annexure-2 Eligibility Criteria - Bidder Experience Point no. c	<u>Eligibility Criteria:</u> The Turnover of the Bidder should be minimum Rs. 25 Crores each year during last 3 years (i.e. 2015-2016, 2016-17 and 2017-18). The turnover must be individual company's turnover and not that of any group of companies. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> i) Audited Balance Sheet for last 3 Years (i.e. 2015-2016, 2016-17 and 2017-18). ii) A Certificate from Company's Auditor to that effect to be submitted.	Request Bank to increase the turnover of bidder to 100 crores each year during last 3 years, to get a qualified bidder As you know non of the vendors have executed orders in 15 states, hence request Bank to consider the orders executed in at least 10 states of india instead of 15 states.	Bidder has to comply with RFP Terms.
61	48	Annexure-2	Annexure-2 Eligibility Criteria - Bidder Experience Point no. e	<u>Eligibility Criteria:</u> The Bidder should have supplied and installed Laptop Computers in at least 15 states of India in single/multiple orders during the period from 01/08/2015 to 31/07/2018 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the Laptop Computers for more than 5 States across India in a single order during the period from 01/08/2015 to 31/07/2018 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.	We would request to relax the clause as: Bidder should have supplied and installed Laptop Computers/Desktops in at least 15 states of India in single/multiple orders during the period from 01/08/2015 to 31/07/2018 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/ Private Organization. Out of the above orders Bidder must have supplied the Laptop Computers/Desktops in for more than 5 States across India in a single order during the period from 01/08/2015 to 31/07/2018 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/Private Organization OR Bidder should have supplied minimum 800 no's Laptop in a single order during the period from 01/08/2015 to 31/07/2018 to Scheduled Commercial Banks/ Government Departments/ Public Sector Units/Private Organization By mentioning such clause, it is restricting prospective bidder from participating your valuable tender, hence it is requested to relax/amend the clause for larger participation	Bidder has to comply with the RFP Terms.
62	48	Annexure-2	Annexure-2 Eligibility Criteria - Bidder Experience Point no. e	<u>Eligibility Criteria:</u> The Bidder should have supplied and installed Laptop Computers in at least 15 states of India in single/multiple orders during the period from 01/08/2015 to 31/07/2018 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the Laptop Computers for more than 5 States across India in a single order during the period from 01/08/2015 to 31/07/2018 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria:</u> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.	Request you to change the clause from Bidder / OEM should have their own of franchise service / support office in atleast 60 locations out of 118 regional office locations of the bank as mentioned in Annexure -4. (Provided the Bidder & OEM provides an undertaking that Product will be supported at all 118 location of regional offices.)	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
63	48	Annexure-2	Annexure-2 Eligibility Criteria Bidder Experience Point no. g	<p>Eligibility Criteria: The Bidder should have their own of franchises' Service /Support Office in at least 60 out of 118 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP</p> <p>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 bidder is having Service /Support Office for only 60 Regional Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 58 Locations from their nearest Service Center as per RFP terms</p>	Request Bank to consider Bidder/OEM should have their own of franchises's service/support offices in atleast 40 out of 118 Regional office locations of the Bank mentioned in Annexure 4 of the RFP.	Bidder has to comply with RFP Terms.
64	58	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. d	<p>d. Security: TPM 2.0 Security Chip, Finger Printer Reader</p>	TPM 2.0, Finger Print Reader	<p>Technical Specification is modified as under:</p> <p>"d. Security: i. TPM 2.0 Security Chip (discrete/integrated). Firmware, Software & Virtual TPM are not acceptable. ii. Finger Printer Reader."</p>
65	58	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. d	<p>d. Security: TPM 2.0 Security Chip, Finger Printer Reader</p>	<p>Clarifications and amendments: TPM 2.0 Security on Firmware Reason for Seeking Changes: We request the Bank to include TPM 2.0 Security on Firmware as well. TPM 2.0 Security Chip will increase the cost of the Laptop. Also, Firmware solution provides the required level of security as well.</p>	<p>Technical Specification is modified as under:</p> <p>"d. Security: i. TPM 2.0 Security Chip (discrete/integrated). Firmware, Software & Virtual TPM are not acceptable. ii. Finger Printer Reader."</p>
66	58	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. f	<p>f. Mother Board: OEM logo should be embossed on the mother board (Sticker is not acceptable)</p>	OEM Logo embossed on the motherboard to be removed	Bidder has to comply with the RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
67	58	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. f	f. <u>Mother Board:</u> OEM logo should be embossed on the mother board (Sticker is not acceptable)	As motherboard on logo to be unique , we request you to consider the part no. as an option to OEM logo which is unique to the OEM	Bidder has to comply with RFP Terms.
68	58	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. f	f. <u>Mother Board:</u> OEM logo should be embossed on the mother board (Sticker is not acceptable)	We understand that the bank is asking for OEM logo embossing on motherboard for the purpose of unique identification, this can be achieved by mentioning the unique part code also. Hence, we request you to consider the part no. as an option to OEM logo which is unique to the OEM	Bidder has to comply with RFP Terms.
69	58	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. g	g. <u>Memory:</u> 8 GB DDR4 RAM expandable to 16 GB or above (after providing 8 GB RAM, one slot or higher should be free)	<u>Clarifications and amendments:</u> 8 GB DDR4 RAM expandable to 16 GB or above After providing 8GB RAM, one slot or higher should be free e <u>Request to remove this</u> <u>Reason for Seeking Changes:</u> Sir, we will provide 2*4GB RAM (one soldered & one slot). The RAM in the slot can be replaced by another one to the extent of 16GB. So, expandability will be till 20GB. Hence we request the Bank to remove the below statement from the specifications. "After providing 8GB RAM, one slot or higher should be free"	Bidder has to comply with RFP Terms.
70	58	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. i	i. <u>Display:</u> 14" to 14.5" Wide Screen anti-Glare Display	Request Change to 14" or 15.6 Inch Wide Anti Glare Display	Bidder has to comply with the RFP Terms.
71	58	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. j	j. <u>Resolution:</u> Full HD (1920x1080) or higher	Request Change to HD(1366x768) or Better	Bidder has to comply with the RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
72	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. o	o. <u>DVD Writer:</u> Internal DVD Writer	Request amendment to Internal or External DVD Writer	Technical Specification is modified as under: "o. <u>DVD Writer:</u> Bidder need not provide internal/external DVD Writer with Laptop Computer"
73	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. o	o. <u>DVD Writer:</u> Internal DVD Writer	Internal /External DVD or remove internal DVD writer, going forward for all the new products DVD are getting obsolete	Technical Specification is modified as under: "o. <u>DVD Writer:</u> Bidder need not provide internal/external DVD Writer with Laptop Computer"
74	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. o	o. <u>DVD Writer:</u> Internal DVD Writer	<u>Clarifications and amendments:</u> External / Internal DVD Writer OR request to remove this <u>Reason for Seeking Changes:</u> Sir, due the thickness & weight of the current generation laptops, most of the OEM's have done away with the concept of internal DVD writer. Nowadays, usage of DVD write is very low due to the increase in use of USB drives. Hence, we request the Bank to remove the option of internal DVD Writer. If not, we also request the Bank to accept the option of external DVD writer. Sir, without this change, we would not be in a position to participate in this tender.	Technical Specification is modified as under: "o. <u>DVD Writer:</u> Bidder need not provide internal/external DVD Writer with Laptop Computer"
75	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. p	p. <u>Keyboard:</u> Spill resistant Key Board with Touch Pad (right click and left click button on lower side of Touch Pad). Right Click and Left Click button of the touchpad can be separated or integrated with each other	To be clarified as Touch pad with Multi gestures enabled and the clickpad is part of the touchpad itself (All new products does not have these click pads and are replaced by Touch pad with Multi gestures enabled)	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
76	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. p	<u>p. Keyboard:</u> Spill resistant Key Board with Touch Pad (right click and left click button on lower side of Touch Pad). Right Click and Left Click button of the touchpad can be separated or integrated with each other	<u>Clarifications and amendments:</u> Right click and left click button on lower side of Touch Pad - Request to remove this <u>Reason for Seeking Changes:</u> Sir, the condition specified for keyboard in the bracket is very specific to OEM. This restricts us to quote for the tender. Hence, we request the Bank to remove this.	Technical Specification is modified as under: "p. Keyboard: Spill resistant Key Board with Touch Pad (right click and left click button on lower side of Touch Pad). Right Click Button, Left Click Button and Touchpad can be separated or integrated with each other"
77	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. p	<u>p. Keyboard:</u> Spill resistant Key Board with Touch Pad (right click and left click button on lower side of Touch Pad). Right Click and Left Click button of the touchpad can be separated or integrated with each other	we request you to include Backlit keyboard , this will help in working even at dark environment also.	Technical Specification is modified as under: "p. Keyboard: Spill resistant Key Board with Touch Pad (right click and left click button on lower side of Touch Pad). Right Click Button, Left Click Button and Touchpad can be separated or integrated with each other"
78	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. p	<u>p. Keyboard:</u> Spill resistant Key Board with Touch Pad (right click and left click button on lower side of Touch Pad). Right Click and Left Click button of the touchpad can be separated or integrated with each other	We request you to include backlit keyboard, this will help the user to use the keyboard effortlessly in dim light/ no light.	Technical Specification is modified as under: "p. Keyboard: Spill resistant Key Board with Touch Pad (right click and left click button on lower side of Touch Pad). Right Click Button, Left Click Button and Touchpad can be separated or integrated with each other"
79	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. t	<u>t. Weight:</u> Not more than 2.0Kilograms including DVD Writer and Battery	Not more than 1.6 to 1.7 Kilograms including Battery, as DVD are getting absolute the weight of the Laptops are getting reduced. Ease of carrying the laptops	Bidder has to comply with RFP Terms.
80	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. t	<u>t. Weight:</u> Not more than 2.0Kilograms including DVD Writer and Battery	Request change to Not More than 2.3 Kgs including DVD Writer and Battery	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
81	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. x	x. <u>Warranty and AMC:</u> Three (3) Years Comprehensive onsite Warranty and Two (2) Year AMC. For Battery 1 Year warranty	We request you to include 3 year warranty for Battery.	Technical Specification modified as under: "x. <u>Warranty and AMC:</u> Three (3) Years Comprehensive onsite Warranty for Laptop Computers including Battery. Two (2) Year AMC for Laptop Computers."
82	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. y	y. <u>Certifications:</u> i. OS Certifications - Win Logo 10 OS, Linux ii. ROHS, iii. <u>EPR</u>	Need clarity on what type of certificate is required	Kindly refer the portal "http://cpcb.nic.in/epr-authorization/" of Central Pollution Control Board, India.
83	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. y	y. <u>Certifications:</u> i. <u>OS Certifications - Win Logo 10 OS, Linux</u> ii. ROHS, iii. <u>EPR</u>	Linux certification to be removed What is this certification?. This needs clarification. If this is a E Waste certificate then this should be a post retirement of the product and we can offer this as a part of the services	Technical Specification is modified as under: "y. <u>Certifications:</u> i. OS Certifications - Win Logo 10 OS, Linux ii. ROHS, iii. EPR certificate of the OEM"
84	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. y	y. <u>Certifications:</u> i. <u>OS Certifications - Win Logo 10 OS, Linux</u> ii. ROHS, iii. EPR	<u>Clarifications and amendments:</u> i. OS Certifications - Win 10 OS <u>Reason for Seeking Changes:</u> Sir, since the Operating System would be Windows 10, we request the Bank to remove Linux certification from the specifications. Also, we have not come across any EPR certifications. Hence, we request the Bank to change the same as Energy Star Certification	Technical Specification is modified as under: "y. <u>Certifications:</u> i. OS Certifications - Win Logo 10 OS, Linux ii. ROHS, iii. EPR certificate of the OEM"



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
85	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. y	y. <u>Certifications:</u> i. <u>OS Certifications - Win Logo 10 OS, Linux</u> ii. ROHS, iii. <u>EPR</u>	EPEAT Gold as that is a more comprehensive certification covering Energy Star, RoHS, Recyclability of the product, longer life cycle of the components.	<u>Technical Specification is modified as under:</u> <u>"y. Certifications:</u> i. OS Certifications - Win Logo 10 OS, Linux ii. ROHS, iii. EPR certificate of the OEM"
86	59	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank Point No. y	y. <u>Certifications:</u> i. <u>OS Certifications - Win Logo 10 OS, Linux</u> ii. ROHS, iii. <u>EPR</u>	Apart from the OS certification we request you to include EPEAT Gold as that is a more comprehensive certification covering Energy Star, RoHS, Recyclability of the product, longer life cycle of the components.	<u>RFP Clause is modified as under:</u> <u>"y. Certifications:</u> i. OS Certifications - Win Logo 10 OS, Linux ii. ROHS, iii. EPR certificate of the OEM"
87	60	Annexure-8	Scope of Work Point No. 2	2. The Bidder should maintain the system during warranty period. During the Warranty period, the Bidder is bound to do all hardware spares replacement without extra cost to Bank covering all parts & labour from the date of acceptance of the systems by Canara Bank at the respective locations i.e. On-Site Comprehensive Warranty.	In warranty only functional failure will cover under warranty, damaged parts or plastic parts are outside scope of warranty. Hence, we request you to amend this clause.	Bidder has to comply with RFP Terms.
88	60	Annexure-8	Scope of Work Point No. 7	7. The bidder(s) must undertake to provide Post Warranty on-site Maintenance Support for supplied Laptop Computers with operating system and arrange for spare parts for a minimum period of 2 year after expiry of warranty period (in total 5 Years) for all Hardware items. The Bidder shall provide service/support from 9 am to 7 pm on all Bank's working day for Branches / Offices with maximum resolution/response time specified in the RFP.	We request you to change the service support from 9 AM to 6 PM	Bidder has to comply with RFP Terms.
89	NA	NA	NA	New Clause: Dollar Escalation	Any increase in dollar rate beyond 2%, customer will pay extra on the price of the product contracted for without taxes.	Bidder has to comply with the RFP Terms.
90	NA	NA	NA	New Clause proposed Limitation of Liability	The Vendor's liability to Purchaser under this Agreement is limited to the amount payable by the Purchaser to the Vendor for the relevant Order. Neither the Purchaser nor the Vendor will be liable for lost revenues or profits, downtime costs, loss or damage to data or indirect, special or consequential costs or damages.	Bidder has to comply with the RFP Terms.

Date: 08-01-2019
Place: Bengaluru


Deputy General Manager

