

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	A. BID SCHEDULE & ABBREVIATIONS	1. Bid Schedule	8. Performance Bank Guarantee/Bid Security: 15% of Total Order Value	Request Bank to change it to 10% of total order value	Bidder has to comply with the RFP terms.
2	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	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 for non-road permit locations. The Delivery period for Road Permit locations will be Five (5) 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.	Delivery of all Tablet Computers should be within Five (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 Six (6) Weeks.  Request you to change the delivery period as 5 Weeks	Bidder has to comply with the RFP terms.
3	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	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 for non-road permit locations. The Delivery period for Road Permit locations will be Five (5) 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.	Request Bank to change as - 1.2.Delivery of all Tablet Computers should be within Four <u>(6) weeks from the date of acceptance of the Purchase</u> 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,	Bidder has to comply with the RFP terms.



4	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	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 One (1) week from the date of delivery of all the materials for each ordered locations.	Request Bank to change as - 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>Two (2) weeks</u> from the date of delivery of all the materials for each ordered locations.	Bidder has to comply with the RFP terms.
5	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Payment Terms:	<u>3.1. Payment schedule will be as under:</u>  Sl. No. Payment Stages Percentage of Payment 1. Delivery 70% 2. Installation & Maintenance 30%	Request Bank to modify the clause as <u>80%</u> on delivery of all Hardware a Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes Et 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	Bidder has to comply with the RFP terms.
6	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. Payment Terms:	<u>3.1. Payment schedule will be as under:</u>  Sl. No. Payment Stages Percentage of Payment 1. Delivery 70% 2. Installation & Maintenance 30%	Request Bank to modify the clause as <u>20%</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. If Tablet is not installed within 30 days from the date of Delivery of the Tablet, 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 Tablet Computers within a week from the date of informing site readiness without any extra cost.	Bidder has to comply with the RFP terms.

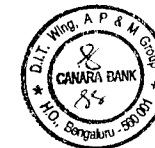


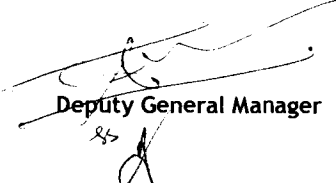
7	27	Annexure-2  Eligibility Criteria Declaration	Criteria No.e	<p><b><u>Eligibility Criteria:</u></b> The Bidder should have supplied and installed Tablet Computers/AIO Desktop Computers/Laptop Computers in at least 10 states of India in single/multiple orders during the period from 01/04/2017 to 31/03/2019 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/public listed companies.</p> <p><b><u>Documents to be submitted:</u></b> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>	<p>Request Bank to modify the clause as "The Bidder should have supplied and installed Tablet Computers/AIO Desktop Computers/Laptop Computers in at least 2 states of India in single/multiple orders during the period from 01/04/2017 to 31/03/2019 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/public listed companies"</p>	<p>The Eligibility Criteria is modified as under: <b><u>"Eligibility Criteria:</u></b> The Bidder should have <b><u>supplied and installed Tablet Computers/AIO/ Desktop Computers/Laptop Computers in at least 2 states of India</u></b> in single/multiple orders during the period from 01/04/2017 to 31/03/2019 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/public listed companies. <b><u>Documents to be submitted:</u></b> Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted."</p>
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8	27	<p>Annexure-2</p> <p>Eligibility Criteria Declaration</p>	Criteria No.f	<p><u>Eligibility Criteria:</u> The Bidder/OEM should have their own Service /Support Office in at least 10 out of 21 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.</p> <p><u>Documents to be submitted:</u> The Bidder to submit the details viz., Address, phone no., email id and contact person Name &amp; Mobile no. etc. as per Annexure-4.</p> <p>In Case Bidder is bidder is having Service /Support Office for only 1 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 11 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>	Request Bank to remove this clause as OEM provided replacement of the product on-site	Bidder has to comply with the RFP terms.
9	28	<p><u>Annexure-7</u></p> <p><u>Technical Requirements for Tablet Computers in Canara Bank</u></p>	c. Processor	Processor 1.6 GHz or Higher	Request you to consider the Processor Frequency to enable to participate all the OEMs. Since the tender specification is available in single OEM.	Bidder has to comply with the RFP terms.
10	28	<p><u>Annexure-7</u></p> <p><u>Technical Requirements for Tablet Computers in Canara Bank</u></p>	e. Storage Type	SSD	Since the bank required tablet computer not an proper laptop computer. As per the industrial standards all tablet computers will work with eMMC Storage type only. Again SSD with Tablet available in single OEM. Request you to amend the same.	<p><u>Technical Specification modified as under:</u></p> <p><u>"e. Storage Type: SSD/eMMC"</u></p>

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 Deputy General Manager