

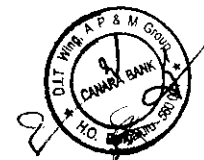
Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	M/s DellEMC	9	B	2. Definitions:	2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.	'Bidder' to be read as Bidder/OEM	OEM can be a Bidder. However, clause no. 6 of Section B, also to be complied with.
2	M/s HP	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 All-in-One Desktop 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.
3	M/s HP	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.
4	M/s HP	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.
5	M/s HP	12	C	1. Delivery & Installation:	1.2. Delivery of all All-in-One Desktop Computers should be within 6 weeks from the date of acceptance of the Purchase Order. 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 a delivery period of 8 weeks in view of the high lead time of the processor specified in the RFP. Also request 1 additional week for remote locations like J&K, North East, Lakshwadeep and Portblair.	<b>RFP Clause is modified as under:</b> "1.2. Delivery of all All-in-One Desktop Computers should be <u>within 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 <u>will be 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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6	M/s Team Computers Pvt. Ltd.	12	C	1. Delivery & Installation:	1.2. Delivery of all All-in-One Desktop Computers should be within 6 weeks from the date of acceptance of the Purchase Order. 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	<b>RFP Clause is modified as under:</b> "1.2. Delivery of all All-in-One Desktop Computers should be <u>within 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 <u>will be 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."
7	M/s Acer India Pvt. Ltd.	12	C	1. Delivery & Installation:	1.2. Delivery of all All-in-One Desktop Computers should be within 6 weeks from the date of acceptance of the Purchase Order. 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.	<b>RFP Clause is modified as under:</b> "1.2. Delivery of all All-in-One Desktop Computers should be <u>within 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 <u>will be 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."
8	M/s HP	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 4-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 installation	<b>RFP Clause is modified as under:</b> "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."



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9	M/s DellEMC	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%	<b>RFP Clause is modified as under:</b> "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."
10	M/s Team Computers Pvt. Ltd.	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	<b>RFP Clause is modified as under:</b> "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."
11	M/s DellEMC	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.



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12	M/s Acer India Pvt. Ltd.	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 the RFP Terms.
13	M/s DellEMC	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.
14	M/s Team Computers Pvt. Ltd.	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 week	Bidder has to comply with the RFP Terms.
15	M/s HP	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. Kindly Confirm. Also please confirm the Inspection will be done on a sample or 100% of the material	Bidder has to comply with the RFP Terms.



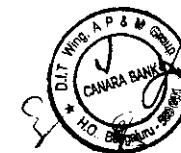
Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
16	M/s Dell EMC	13	C	2. Pre-Dispatch Inspection (PDI)	2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the ordered equipment 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.	<p>Please note below is the scope for PDI at hub</p> <p><b>Physical Verification-</b> Verify Make &amp; Model against PO with Configuration Sheet (accessories included)</p> <ul style="list-style-type: none"> <li>- BIOS- system set-up/Hardware Config.</li> <li>- Hard-disk, Motherboard Make, model, mouse etc.</li> <li>- Notebook- battery consumption test (battery discharges)</li> <li>- Components verification- 1 or 2 systems will be opened up for testing ??</li> </ul> <p><b>Documentation</b> Testing compliance report- serial #, PPID report with Service Tag details <b>3rd Party App Test</b> CPUZ App (downloadable .exe file, copy in pen drive)- 3rd party app run in each and every system:</p> <ul style="list-style-type: none"> <li>- Hardware Configuration</li> <li>- Threads</li> <li>- Cores of Processor</li> <li>- Memory Polarity</li> </ul> <p><b>We cannot perform any Burn/Loop/Cycle Test at warehouse</b></p>	<p><b>RFP Clause is modified as under:</b> "2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. <u>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.</u> 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."</p>
17	M/s Acer India Pvt. Ltd.	13	C	3. Penalties/Liquidated Damages:	<p>3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laptop Computers in all locations would be as under.</p> <p>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 All-in-One Desktop Computers, per week or part thereof, on the invoice value of the All-in-One Desktop Computers wise.</p>	<p>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</p>	<p>Bidder has to comply with RFP Terms.</p>
18	M/s HP	13	C	3. Penalties/Liquidated Damages:	<p>3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laptop Computers in all locations would be as under.</p> <p>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 All-in-One Desktop Computers, per week or part thereof, on the invoice value of the All-in-One Desktop Computers wise.</p>	<p>We understand penalty of 0.5(Plus GST) on delay in delivery will be for the Undelivered Invoice value. Kindly confirm</p>	<p>Bidder has to comply with RFP Terms.</p>



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19	M/s HP	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 All-in-One Desktop Computers, per week or part thereof, on the invoice value of the All-in-One Desktop 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 RFP Terms.
20	M/s Acer India Pvt. Ltd.	13	C	3. Penalties/Liquidated Damages:	3.2. In case faulty All-in-One Desktop Computers are not repaired/replaced within a Business day as per clause 5.3 of Section C, Bank shall impose a penalty of Rs. 100 (Plus GST) per day and part thereof 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.	We request you to change ti to Rs. 100 per week	Bidder has to comply with RFP Terms.
21	M/s DellEMC	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 1. <del>Delivery-70%-70%</del> 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.
22	M/s Team Computers Pvt. Ltd.	13	C	4. Payment Terms:	4.1. Payment schedule will be as under: 1. <del>Delivery-70%-70%</del> 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 RFP Terms.



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25	M/s Acer India Pvt. Ltd.	13	C	4. Payment Terms:	<p>4.1. Payment schedule will be as under:  <b>1. Delivery-70%-70%</b> on delivery of all Hardware &amp; Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; 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.  <b>2. Installation &amp; Maintenance-30%-30%</b> 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.</p>	<p>We request you to change the payment term to 80% on delivery and 20% on installation report or with site not ready report.                      The installation report/ SNR to be considered.</p>	<p>Bidder has to comply with RFP Terms.</p>
23	M/s DellEMC	13	C	4. Payment Terms:	<p>4.1. Payment schedule will be as under:  <b>2. Installation &amp; Maintenance-30%-30%</b> 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.</p>	<p>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</p>	<p><u>RFP Clause is modified as under:</u>                      "4.1. Payment schedule will be as under:                      2. Installation &amp; 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 All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the All-in-One Desktop Computers, 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 All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Bank.</u>"</p>



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24	M/s Team Computers Pvt. Ltd.	13	C	4. Payment Terms:	<p>4.1. Payment schedule will be as under:</p> <p>2. <del>Installation &amp; Maintenance-30%-30%</del> 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.</p> <p>The invoice and installation report should contain the product serial number of the items supplied.</p>	<p>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.</p>	<p><u>RFP Clause is modified as under:</u></p> <p>"4.1. Payment schedule will be as under: 2. Installation &amp; 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 All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the All-in-One Desktop Computers, 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 All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Bank.</u>"</p>





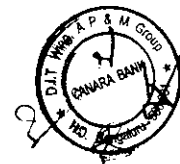
Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
26	M/s HP	13	C	4. Payment Terms:	<p>4.1. Payment schedule will be as under:                      2. <del>Installation &amp; Maintenance-30%</del>-30% of the total cost will be released after successful 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.</p>	<p>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</p>	<p><u>RFP Clause is modified as under:</u>                      *4.1. Payment schedule will be as under:                      2. Installation &amp; 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 All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the All-in-One Desktop Computers, 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 All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Bank.</u></p>
27	M/s Acer India Pvt. Ltd.	14	C	4. Payment Terms:	<p>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.</p>	<p>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.</p>	<p>Bidder has to comply with RFP Terms.</p>
28	M/s Team Computers Pvt. Ltd.	14	C	5. Local Support:	<p>5.3. Response Time and Meantime to Restore [MTTR]                      5.3.1. <u>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.</p>	<p>Please make MTTR next Business day for Urban locations and Two business day for non urban locations.</p>	<p>Bidder has to comply with RFP Terms.</p>



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29	M/s Acer India Pvt. Ltd.	14	C	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 a Business day. 5.3.2. Time specified above is from lodging of complaint.	We request you to change the MTTR to two business days.	Bidder has to comply with RFP Terms.
30	M/s HP	13	C	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 a Business day. 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	Bidder has to comply with RFP Terms.
31	M/s DellEMC	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 RFP Terms.
32	M/s DellEMC	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 RFP Terms.



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33	M/s Acer India Pvt. Ltd.	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.
34	M/s HP	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 case installation is not completed due to reasons pertaining to bank, warranty will start from 30 days of delivery or date of installation, whichever is earlier. Please confirm	Bidder has to comply with RFP Terms.
35	M/s Acer India Pvt. Ltd.	15	C	8. Scope Involved During Warranty and AMC (if contracted):	8.5. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.	For the OS we will be providing preloaded license only.	Bidder has to comply with RFP Terms.
36	M/s DellEMC	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 RFP Terms.



Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
37	M/s Acer India Pvt. Ltd.	16	16	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.
38	M/s Team Computers Pvt. Ltd.	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 RFP Terms.
39	M/s Acer India Pvt. Ltd.	30	F	9. Security Deposit / Performance Bank Guarantee:	9.1. 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.
40	M/s Acer India Pvt. Ltd.	31	F	9. Security Deposit / Performance Bank Guarantee:	9.5. 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.
41	M/s Acer India Pvt. Ltd.	31	F	11. Pricing:	11.3. 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.	We request the bank to confirm the validity of price.	Bidder has to comply with RFP Terms.



Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
42	M/s Acer India Pvt. Ltd.	31	F	11. Pricing:	11.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.	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.
43	M/s HP	31	F	12	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 RFP Terms.
44	M/s HP	33	G	4	Human Resource Requirement	We understand that this clause is not applicable for this RC. Kindly Confirm	Bidder has to comply with RFP Terms.
45	M/s HP	35	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 RFP Terms.
46	M/s Acer India Pvt. Ltd.	35	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 specify the term/period of insurance is to be covered. Installation /Site not ready to be considered.	Bidder has to comply with RFP Terms.



Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
47	M/s Team Computers Pvt. Ltd.	40	H	H	Purchase preference	Since the request is huge and the supply Pan india, the Bank should not dependent on Two Vendors. We request Bank to incorporate split order clause in 50:30:20 ratio between L1, L2 & L3 bidders if L2 & L3 is ready to match L1 price	Bidder has to comply with RFP Terms.
48	M/s HP	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. c	<u>c. Form Factor :</u> "All in one" with USB key board and mouse. Should also have tilt features.	All in one/Desktop Mini with USB key board and mouse. Should also have tilt features.	Bidder has to comply with RFP Terms.
49	AMD India Pvt Ltd.	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. c	<u>c. Form Factor :</u> "All in one" with USB key board and mouse. Should also have tilt features.	"All in one/DM" with USB key board and mouse. Should also have tilt features  This will enable all OEMs to participate. It will also lead to Canara Bank getting better product and increased competition leading to better price	Bidder has to comply with RFP Terms.
50	M/s HP	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. d	<u>d. Monitor:</u> 19.5" or Higher with Antiglare and LED Backlight. Aspect Ratio of 16:9, 1000:1 (Brightness). Resolution of 1366*768 or higher. Built in speaker.	20" or higher with antiglare and LED Backlight	Bidder has to comply with RFP Terms.



Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
51	M/s Acer India Pvt. Ltd.	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. d	<u>d. Monitor:</u> 19.5" or Higher with Antiglare and LED Backlight. Aspect Ratio of 16:9, 1000:1 (Brightness). Resolution of 1366*768 or higher. Built in speaker.	We request you to change it 21.5" WIDE AIO WITH 1920 x 1080 Resolution	Bidder has to comply with RFP Terms.
52	M/s Acer India Pvt. Ltd.	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. e	<u>e. CPU:</u> Intel i3-8100T processor ( 3.10 GHz or above, 6 MB Cache or above, 4 Cores or above) or equivalent or Higher	We request you to include AMD AMD A10 9700E or higher	RFP Clause is modified as under: "e. CPU: Intel i3-8th Gen processor (3.10 GHz or above, 6 MB Cache or above, 4 Cores or above) or equivalent or Higher ."
53	AMD India Pvt Ltd.	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. e	<u>e. CPU:</u> Intel i3-8100T processor ( 3.10 GHz or above, 6 MB Cache or above, 4 Cores or above) or equivalent or Higher	Intel i3-8100T processor (3.10 GHz or above, 6 MB Cache or above, 4 Cores or above)/ <u>AMD Ryzen 3 Pro 2200GE (3.2Ghz, 6MB Cache, 4 cores) or equivalent or Higher</u>  (The AMD Ryzen 3 PRO 2200GE belongs to our "Latest Generation" Ryzen Pro processor family codenamed "Raven Ridge". It is based on new 14nm CPU core design codenamed as "ZEN" which is developed to maximize performance per watt.)	RFP Clause is modified as under: "e. CPU: Intel i3-8th Gen processor (3.10 GHz or above, 6 MB Cache or above, 4 Cores or above) or equivalent or Higher ."
54	M/s HP	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank Point No. e	<u>e. CPU:</u> Intel i3-8100T processor ( 3.10 GHz or above, 6 MB Cache or above, 4 Cores or above) or equivalent or Higher	Intel i3 7th generation or equivalent or higher/AMD	RFP Clause is modified as under: "e. CPU: Intel i3-8th Gen processor (3.10 GHz or above, 6 MB Cache or above, 4 Cores or above) or equivalent or Higher ."



Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
55	M/s DellEMC	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. e	<u>e. CPU:</u> Intel i3-8100T processor ( 3.10 GHz or above, 6 MB Cache or above, 4 Cores or above) or equivalent or Higher	Request change to processor to Intel® Core™ i3-6100T Processor or better or higher	<u>RFP Clause is modified as under:</u> "e. CPU: Intel i3-8th Gen processor (3.10 GHz or above, 6 MB Cache or above, 4 Cores or above) or equivalent or Higher ."
56	M/s HP	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. f	<u>f. Memory:</u> Minimum 8 GB DDR4 RAM with higher expandability upto 32 GB, one slot or higher should be free.	Minimum 8 GB DDR4 RAM with higher expandability upto 16 GB, one slot or higher should be free.	Technical Specification is modified as under: <u>"f. Memory:</u> Minimum 8 GB DDR4 RAM or higher with higher expandability upto 16 GB. One slot or higher should be free"
57	M/s HP	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. h	<u>h. Chipset:</u> OEM Compatible Chipset	Q series chipset - suggest to make the enterprise class chipset	Bidder has to comply with RFP Terms.
58	M/s Acer India Pvt. Ltd.	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. h	<u>h. Chipset:</u> OEM Compatible Chipset	We request you to mention for Intel B360 or higher chipset and for AMD B350 or higher	Bidder has to comply with RFP Terms.





Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
59	AMD India Pvt Ltd.	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. i	<u>i. Graphics:</u> (Intel HD Graphics or equivalent) or higher	(Intel HD Graphics/AMD Graphics) or higher. (THE OEMs need product compatible graphics)	Bidder has to comply with RFP Terms.
60	M/s DellEMC	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. j	<u>j. Processor Thermal Design Power (TDP):</u> 35 W or less	Request change the TDP to 65 Watt or Less	Bidder has to comply with RFP Terms.
61	M/s HP	59	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. l	<u>l. Hard Disk Drive:</u> 500 GB SATA HDD @5400 RPM or higher with pre disk failure alert feature.	500 GB SATA HDD @7200 RPM or higher with pre disk failure alert feature.	Bidder has to comply with RFP Terms.
62	M/s DellEMC	60	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. n	<u>n. Ports:</u> 5 USB or higher (min. 2 USB 3.0), 1 serial audio ports for microphone & head phones /(Combo), RJ45 Ethernet port, HDMI 2.0 or above.	Request change to Display Port 1.2/ HDMI 2.0/VGA	Bidder has to comply with RFP Terms.



Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
63	M/s HP	60	Annexure-7	Annexure-7 Technical Requirements for All-In-One Desktop Computers In Canara Bank  Point No. n	n. <u>Ports:</u> 5 USB or higher (min. 2 USB 3.0), 1 serial audio ports for microphone & head phones /(Combo), RJ45 Ethernet port, HDMI 2.0 or above.	4 USB or higher (min. 2 USB 3.0), 1 audio ports for microphone & headphone/(combo), RJ45 Ethernet port, HDMI2.0 or above	Bidder has to comply with RFP Terms.
64	M/s DellEMC	60	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers In Canara Bank  Point No. q	q. <u>Power Supply:</u> OEM Standard External Power Supply (Adaptor with Input :100-240 V, 50-60 Hz)	Request change to External or Internal Power Supply	Bidder has to comply with RFP Terms.
65	M/s Acer India Pvt. Ltd.	60	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers In Canara Bank  Point No. q	q. <u>Power Supply:</u> OEM Standard External Power Supply (Adaptor with Input :100-240 V, 50-60 Hz)	We request to change it to 90W or above	Bidder has to comply with RFP Terms.
66	M/s HP	60	Annexure-7	Annexure-7 Technical Requirements for All-In-One Desktop Computers in Canara Bank  Point No. r	r. <u>Operating System (OS):</u> Genuine Windows 10 Professional 64 Bit downgradable to Windows 10 Professional 32 bit with Recovery DVD for Windows 10 professional.	Genuine Windows 10 Professional 64 Bit with Recovery DVD for Windows 10 professional 64 Bit 8th Gen processors does not have driver support for 32 bit <a href="https://www.intel.in/content/www/in/en/support/articles/000006105/processors.html">https://www.intel.in/content/www/in/en/support/articles/000006105/processors.html</a>	Technical Specification is modified as under: "r. <u>Operating System (OS):</u> Genuine Windows 10 Professional 64 Bit with Recovery DVD for Windows 10 professional 64 bit."



Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
67	M/s DellEMC	60	Annexure-7	Annexure-7 Technical Requirements for Laptop Computers in Canara Bank  Point No. 5	s. <u>Certifications:</u> OS Certifications - Win Logo 10 OS, Linux, RoHS and EPR Certificate or better Certifications.	Need clarity on EPR Certificate	Kindly refer the portal " <a href="http://cpcb.nic.in/epr-authorization/">http://cpcb.nic.in/epr-authorization/</a> " of Central Pollution Control Board, India.  Technical Specification is modified as under: s. Certifications: i. OS Certifications - Win Logo 10 OS ii. Linux Compatible iii. RoHS and iv. EPR Certificate of OEM"
68	M/s HP	60	Annexure-7	Annexure-7 Technical Requirements for All-in-One Desktop Computers in Canara Bank  Point No. 5	s. <u>Certifications:</u> OS Certifications - Win Logo 10 OS, Linux, RoHS and EPR Certificate or better Certifications	Request you to remove Linux Certifications as the bank do not use Linux. Need to remove EPR as all the products are ROHS certified, and there is no scope of buyback hear.	Kindly refer the portal " <a href="http://cpcb.nic.in/epr-authorization/">http://cpcb.nic.in/epr-authorization/</a> " of Central Pollution Control Board, India.  Technical Specification is modified as under: s. Certifications: i. OS Certifications - Win Logo 10 OS ii. Linux Compatible iii. RoHS and iv. EPR Certificate of OEM"
69	M/s Acer India Pvt. Ltd.	61	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.
70	M/s Acer India Pvt. Ltd.	62	Annexure-8	Scope of Work Point No. 10	10. Bidder has to arrange for taking backup of existing Desktops for data migration from the existing machine to new machine in case of replacement of Desktops Computers. The following activity also to be completed by the Bidder while installation of the Desktops in the Branches / Offices :- a. Installation of MS Office (Wherever required).	We request the bank to provide the MS office media and license key for installing the same	Bank will provide the media.



Sl. No.	Bidder's Name	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
71	M/s Acer India Pvt. Ltd.	62	Annexure-8	Scope of Work Point No. 18	18. Successful bidders have to setup centralized helpdesk with minimum two persons at our HO, Bengaluru 560 001, Karnataka till the warranty period. a. The centralized helpdesk persons shall provide service/support on all working days of Bank at Bangalore except national bank holidays (8.00 a.m. to 8.00 p.m.)	We request you to change the service support from 9 AM to 6 PM	<b>RFP Clause is modified as under:</b> "18. Successful bidders have to setup centralized helpdesk with minimum two persons at our HO, Bengaluru 560 001, Karnataka till the warranty period. a. The centralized helpdesk persons shall provide service/support on all working days of Bank at Bangalore except national bank holidays (9:00 a.m. to 6:00 p.m.) "
72	M/s Acer India Pvt. Ltd.	63	Annexure-8	Scope of Work Point No. 2	21. Successful bidder will be responsible for affixing asset tags and complete inventory details of each hardware equipment supplied to the Bank. The Asset Tags so printed by the successful bidder must have the company's logo along with other details like warranty/AMC validity, call logging no., mail id etc. The asset tag details for the Hardware would be mutually decided by the Bank and the successful bidder.	Whether the asset tags has to fixed before shipment itself.	Yes.  Warranty information should be updated after installation.
73	M/s Team Computers Pvt. Ltd.	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 RFP Terms.
74	M/s HP	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 RFP Terms.
75	M/s HP	NA	NA	NA	New Clause proposed Advance forecast	Since the lead time for AIO Desktops is 8 weeks, request the Bank to provide 4 weeks advance forecast	Bidder has to comply with RFP Terms.

Date : 10/01/2019  
Place : Bangalore

  
Deputy General Manager

