

Amendment-2 to "RFP 09/2020-21 dated 26/06/2020 for Supply, Installation and Maintenance of Tablet Computers under Rate Contract."

It is decided to amend the following in respect of the above RFP:

**a. Bid Schedule (Serial No. 10 & 11, Page no. 2):**

Description	Existing details	Amended details
	Date, Time and Venue	Date, Time and Venue
Last Date and Time for Submission of Bids	21/07/2020, Tuesday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	<b>27/07/2020, Monday</b> upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	21/07/2020, Tuesday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	<b>27/07/2020, Monday</b> at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
b.	12	<u>Section C - DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS</u>	1. Delivery & Installation	1.2. Delivery of all Tablet Computers should be within Four (4) weeks from the date of acceptance of the Purchase Order or Five (5) Weeks from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. The selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank	1.2. Delivery of all Tablet Computers should be within <b>Six (6) weeks</b> from the date of acceptance of the Purchase Order or <b>Seven (7) Weeks</b> from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. The selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the



				will provide letters / certificate / authority to the selected bidder, if required.	Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.
c.	12	<u>Section C - DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS</u>	1. Delivery & Installation	1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within One (1) week from the date of delivery of all the materials for each ordered locations.	1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within <u>Two (2) weeks</u> from the date of delivery of all the materials for each ordered locations.
d.	13	<u>Section C - DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	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 selected bidder fails to comply with the test and inspection procedure.	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.

e.	15	<u>Section C - DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	5. Local Support:	<p>5.3. Response Time and Meantime to Restore [MTTR]</p> <p>5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day.</p> <p>5.3.2. Time specified above is from lodging of complaint.</p> <p>5.3.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP).</p>	<p>5.3. Response Time and Meantime to Restore [MTTR]</p> <p>5.3.1. <u>Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be within Two (2) Business days.</u></p> <p>5.3.2. Time specified above is from lodging of complaint.</p> <p>5.3.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP)."</p>
f.	17	<u>Section C - DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	13. Secure Deployment & Security Compliance to Policies and Process:	<p>13.1. All the hardware or required components should be shipped directly from OEM to Bank premises.</p>	<p>13.1. All the hardware or required components should be shipped directly from <u>OEM/Bidder's warehouse</u> directly to Bank premises.</p>
g.	20	<u>Section E - SELECTION OF BIDDER</u>	4. Bidders Presentation /Site Visits / Product Demonstration/POC:	<p>4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Tablet Computers at the location which is identified by the Bank.</p>	<p>4.2. <u>The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days from the date of opening of Part B-Technical Proposals. Hence, Bidder is required to arrange the required Hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.</u></p>
h.	29	<u>Annexure-2</u>	Eligibility Criteria Declaration Criteria no. e	<p><u>Eligibility Criteria:</u> The Bidder should have supplied and installed atleast 20 Tablet Computers in at least 15 states of India</p>	<p><u>Eligibility Criteria:</u> The Bidder should have supplied and installed atleast 20 Tablet Computers in at least 15 states of India</p>

				<p>in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.</p> <p>Out of the above orders Bidder must have supplied the tablet Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.</p> <p><u>Documents to be submitted:</u></p> <p>Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>	<p>in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for <u>Scheduled Commercial Banks/ Government Departments/ Public Sector Units/ BFSI/ Corporate Clients/Micro Finance Banks.</u></p> <p>Out of the above orders Bidder must have supplied the tablet Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for <u>Scheduled Commercial Banks/ Government Departments/ Public Sector Units/ BFSI/ Corporate Clients/Micro Finance Banks.</u></p> <p><u>Documents to be submitted:</u></p> <p>Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p>
i.	29	<u>Annexure-2</u>	<p><b>Eligibility Criteria Declaration</b></p> <p><b>Criteria no. f</b></p>	<p><u><b>Eligibility Criteria:</b></u></p> <p>The Bidder should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.</p> <p><u>Documents to be submitted:</u></p> <p>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 having Service /Support Office for only 15 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 09</p>	<p><u><b>Eligibility Criteria:</b></u></p> <p>The <u>Bidder/OEM</u> should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.</p> <p><u>Documents to be submitted:</u></p> <p>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 <u>Bidder/OEM</u> is having Service /Support Office for only 15 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 09</p>

				Locations from their partner's/franchises' Service Center as per RFP terms.  Bidder also has to provide the contact details as per Annexure-4.	Locations from their partner's/franchises' Service Center as per RFP terms.  Bidder also has to provide the contact details as per Annexure-4.
j.	31	<u>Annexure-7</u>	Technical Requirements for Tablet Computers in Canara Bank	<u>j. Slots and Ports:</u> Micro USB or USB 3.0 or above, SD Memory Card Reader, Docking Connector, 3.5 mm audio Jack for connecting 3.5 mm earphones/headphones, HDMI built in/Add on Converter, Charging Port.	<u>j. Slots and Ports:</u> Micro USB/ <u>Type-C</u> /USB 3.0 or above, SD Memory Card Reader, Docking Connector, 3.5 mm audio Jack for connecting 3.5 mm earphones/headphones, HDMI built in/Add on Converter, Charging Port.

All the other Instructions and Terms & Conditions of the above RFP remain unchanged.  
Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 17/07/2020

Place: Bengaluru

  
Deputy General Manager