

Replies to the pre bid queries to GeM Bid ref: GEM/2023/B/3523190 dated 03/06/2023 for Supply, Installation, Configuration, Implementation and Maintenance of 20000 numbers of All-In-One Desktop Computers in Canara Bank for 5 years (comprehensive onsite warranty of Three (3) years and Two (2) years AMC).

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Specification	Technical	Bidder 's Query	Bank's Reply
1	NA	General Query	General Query	EMD EXEMPTION		As per General Terms and Conditions on GeM, Page no. 17 (m) iv. It is mentioned that "The Sellers who have got their credentials verified through the process of Vendor Assessment by Vendor Assessment Agencies for the Primary Product / Primary Service for which Bid / RA has been invited, shall be exempted from furnishing Bid Security." We are exempted in other Canara Bank, State Bank of India, Union Bank of India, Karnataka Gramin Bank, Bank of India and other government organisations bids. Request you to kindly exempt us from submission of EMD.	Bidder has to comply with RFP terms and Conditions.
2	Pg No:54	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure-5	Pre-Qualification Criteria Clause No 2	The bidder has to provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/proprietorship connected to bidder directly or indirectly has not		We request the department to kindly amend the ATC and include Proprietorship firm/ Partnership firm as per General Terms and Conditions n GeM 4.0 (Version 1.10) dt 2nd May 2023, Page no. 2 "SELLER / SERVICE PROVIDER" on GeM shall mean any legal entity such as firm(s) of Proprietorship / Partnership Firm /	Bidder has to comply with RFP terms and conditions



				participated in the bid process.	Limited Liability Partnership / Private Limited / Limited company / Society registered under Society's Act / Statutory Bodies etc., registered on GeM to sell its Good(s) / Service(s) to the Buyers registered on GeM. Hence, we request you to kindly allow Proprietorship/Partnership firm.	
3	Page no. 54	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure-5	Pre-Qualification Criteria Clause No 4	The Bidder should have the Average Turnover of minimum Rs.100 Crores for last three (3) financial years (i.e. 2019-20, 2020-2021, 2021-22) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	We humbly request the bank to kindly provide a fair chance to all the Make in India bidders as well as OEMs as per the GeM terms & conditions. We request the Canara Bank to kindly allow Bidder/OEM in the Turnover or kindly consider 15-20% turnover, wherever applicable.	Bidder has to comply with RFP terms and conditions
4	Page no. 55	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure-5	Pre-Qualification Criteria Clause No 10	The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2019 to 31/03/2022 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied	We humbly request the bank to kindly consider the GeM Terms and Conditions for Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company before the bid opening date.	Bidder to refer Corrigendum.



				the All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2019 to 31/03/2022 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.		
5	NA	General Query	General Query	ePBG	We humbly request the Canara Bank to kindly consider the ePBG to 3%. In lieu of 10% ePBG in bid and 10% Warranty Bank Guarantee specified in the Payment terms.	Bidder to refer Corrigendum.
6	Page no. 48	GEM/2023/ B/3523190 dated 03/06/2023 ATC Annexure 2	Technical Requirements for 20000 All-In-One Desktop Computers in Canara Bank Clause No 5	1. Intel® Core™ 10th Gen i5-12400T processor or higher. 2. Equivalent AMD Ryzen 5 Processor or higher. 3. If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the Benchmark Certificate (with benchmarking score) from anyone of the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark 2018 b. PC Mark 10.	As per Annexure-2 Page no. 38, the department has mentioned, "Bidder should quote Processor with Minimum specification of 2.30 GHz base frequency, 3.80 Ghz Turbo frequency," We would like to highlight that the 12th and 11th Generation Processors are having less Base Frequency & more Cache also presently the 12th Gen Processor is running in market & 10th Gen has become End-of-Life product & no longer available in the market. The department may recheck the following concern in the following website link of Intel Ark for Processors -	Bidder to refer Corrigendum.



				4. Bidder should quote Processor with Minimum specification of "2.30 GHz base frequency, 3.80 Ghz Turbo frequency, 12MB Cache, 6 cores, 12 threads"	https://ark.intel.com/content/www/us/en/ark.html Hence, it is our humble request to bank to kindly accept 1.8GHz base frequency and Turbo / Burst Frequency as 4.2GHz for the latest 12th Gen Processor or higher as per your requirement.	
7	Page no. 49	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure-2	Technical Requirements for 20000 All-In-One Desktop Computers in Canara Bank Clause No 21	BIS, BEE, RoHS, EPR and any other Indian Certificate	We request the bank to kindly accept "BEE/Energy Star" in the Bid ATC, Annexure-2, Page no. 39 and Point no. 21 as Energy star certificate is equivalent to BEE certificate.	Bidder to refer Corrigendum.
8	NA	General Query	General Query	Pre-Dispatch Inspection (PDI)	Kindly confirm Pre-Dispatch Inspection required or not. If yes, PDI charges should be borne by the Bank (Buyer) or Seller.	PDI Inspection is banks discretion and it will be borne by the Bank.
9	Page no. 06	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 11 - Delivery, installation and maintenance. Clause No 11.2	Delivery of all All-In-One Desktop Computer should be within Nine (9) weeks from the date of acceptance of the Purchase Order or Ten (10) Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The successful bidder has to arrange for	Request bank to kindly consider 18 weeks for delivery considering project qty and all India installation. Delivery period should start from the date of confirmation of delivery locations as delivery instruction are not shared with PO.	Bidder has to comply with RFP terms and conditions.



				road permit, E-Way bill at his own cost. It will be the sole responsibility of the successful bidder to submit any form required for release of shipment from the check post		
10	Page no. 06	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 11 - Delivery, installation and maintenance. Clause No 11.3	The successful bidder should ensure installation of the delivered All-In-One Desktop Computers and complete all the works specified in the Scope of Work at the bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered locations.	We request you to please provide 4 to 5 weeks for installation.	Bidder has to comply with RFP terms and conditions.
11	Page no. 16	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 24 - Local Support. Clause No: 24.3.1	Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.	We request the bank to kindly consider Response Time at least 3 Business Days.	Bidder has to comply with RFP terms and conditions.
12	Page no. 08	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 12 - Penalties/ Liquidated Damages. Clause No 12.2	In case faulty All-In-One Desktop Computer are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- (Plus GST) per All-In-One Desktop Computer per day of delay. However, the total Penalty/LD to be recovered under this clause	We request the bank to kindly consider at least 3 Business Days. And also would like to request the bank to change the Penalty from same business day to from 4th working day after case is registered. Request you reduce the Penalty amount from Rs.100 to Rs. 50 per day.	Bidder has to comply with RFP terms and conditions.



				shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.		
13	Page no. 4	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No:5 Requirement Details Clause No 5.1	Locations will be disclosed while placing the order. (Delivery will be Pan India)	Request you to please confirm the no. of location of delivery. Request bank to clarify if single order will be placed for 20,000 AIO or multiple PO's from circle offices. Kindly confirm payment will be released centrally or from circle offices.	Systems needs to be delivered across India.
14	NA	General Query	General Query	L1 Arrival	We request to please clarify on the L1 Arrival of the Bidder. Whether TCO will be consider (Inclusive of AMC Charges or based on Product cost and AMC Charges separately)	The successful bidder will be selected through Reverse Auction.
15	Page no. 8	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 12 Penalties/ Liquidated Damages. Clause No 12.3	Penalties/Liquidated Damages for non-performance: If the specifications of the RFP are not met by the selected bidder during various tests, the selected bidder shall rectify or replace the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to reject the items	Request you to consider maximum 5% of the total value of the order instead of 10%	Bidder has to comply with RFP terms and conditions.



16	Page no. 8 & 9	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 13 - Payment Terms	Payment Terms As per ATC	We would like to request the Bank to kindly confirm that as per Payment Terms Serial no. 1 and 2 for Payment Stages, 80% payment will be released against Delivery & 20% against the Installation.	Bidder to refer the Corrigendum
17	NA	General Query	General Query	Request to incorporate a new clause	We request the department to kindly consider only Microsoft authorised OEMs (Hp, Dell, Acer) as many local brands has been delisted from Microsoft Engagement recently (like RDP, HLBS, INP, Voltriq, Cynix, and many other local brands) Hereafter they will not submit Microsoft Windows related genuine/original supporting certification as requested in your bid. Hence, it is our humble request to the department to kindly check the genuinity of Microsoft certificate/Windows Factory Pre-loaded certificate/Bid Specific MAF from OEM to Bidder and the same should be confirmed over email to the department. Windows certificate from Microsoft should be submitted. Proposed Model no. should be mentioned on the certification report. OEM should be	Bidder has to comply with RFP terms and conditions.



					genuine and authorised vendor from Microsoft.	
18	Page 64	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure 10	Bill of Material	Cost of additional 8 GB RAM.	<p>1. As per Commercial bid format it includes 8GB RAM as additional line item hence we understand this additional 8GB order will be placed along with ALL-IN ONE order at the time of finalization of contract. If not then kindly confirm validity of price for 8GB.</p> <p>2. Kindly confirm if 8GB to be installed in 20,000 AIO which is being procured under this contract or will it be different machines.</p> <p>3. Request Bank to clarify if 8GB RAM will be considered for calculation in MII BOM.</p>	The price quoted for additional 8 GB RAM to be supplied is fixed for contract period and the quantity for additional RAM is indicative only. The selected bidder should supply the RAM at the price quoted as per bill of material during the contract period on the request of Bank. The price quoted for 8 GB RAM shall be considered for arriving the selected bidder.
19	Page No 6	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 11 - Delivery, installation and maintenance. Clause No 11.2	11.2 Delivery of all All-In-One Desktop Computer should be within Nine (9) weeks from the date of acceptance of the Purchase Order or Ten (10) Weeks from the date of issue of Purchase Order, whichever is earlier.	We request you to consider the delivery schedule from Nine week to 14 weeks from the date of acceptance of purchase order or 15 weeks from the date of issue of PO, whichever is earlier.	Bidder has to comply with RFP terms and conditions.



20	Page No 6	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 11 - Delivery, installation and maintenance. Clause No 11.3	11.3. The successful bidder should ensure installation of the delivered All-In-One Desktop Computers and complete all the works specified in the Scope of Work at the bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered locations.	We request you to consider minimum 6 weeks for the installation from the date of delivery of all the materials. As most of the locations will be C and D category cities which will take more time when compared to normal locations of A and B category cities.	Bidder has to comply with RFP terms and conditions.
21	Page No 8 & 9	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 13 - Payment Terms	Point.3 After Completion of Warranty Period (i.e. three years). Warranty period will start from the date of acceptance of solution by the Bank. (OR) On submission of a bank guarantee for equivalent to 10% of the remaining payment.	We request you to remove the clause, as we have already providing 3 % of PBG against the total value of the order and again 10% of warranty payment is against submission of 10% of BG, this will indirectly add up to the overhead cost of the price and also it will lead to 13 % of BG to be submission. kindly remove this clause.	Bidder to refer the Corrigendum.
22	Page No 46 & 47	Annexure-1 GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure- 1	Scope of Work	During the warranty period, the selected bidder has to do Preventive Maintenance (PM) as decided by the Bank, minimum once on quarterly basis for the All In One PC (AIO) supplied and submit the reports while claiming warranty payment/AMC payment.	Please provide us the clarity on the PM as decided by the bank. The PM cost of the product will indirectly increase the cost of the product if we have to do every quarter for 3 years for all the units as per PO. So we request you to remove this clauses and do the needful.	Bidder to refer the Corrigendum.



23	Page No 55	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure-5	Pre-Qualification Criteria	Minimum 10,000 Nos. of All-in-One Desktop Computers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2019.	We request you to consider Minimum 10,000 of All in one Desktop Computers or standard computer with CPU and Monitor. Since most of govt organisation is using standard computers and few Banking customers also using the same. So we request you consider the same and do the needful. 2. Request you to clarify on the (Not necessarily by the bidder). whether OEM PO copies also will be considered.	Bidder has to comply with RFP terms and conditions.
24	Page No 55	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure-5	Pre-Qualification Criteria	The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2019 to 31/03/2022 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the All-in-One Desktop Computers for more than 5 States across	We request to consider the bidder should have supplied and installed at least 200 units of AIO or standard Desktop in at least 12 states of India. Out of the above orders Bidder must have supplied the All-in-One Desktop Computers or standard Desktop (CPU and Monitor) for more than 3 States across India in a single order	Bidder has to refer the Corrigendum.



				India in a single order during the period from 01/04/2019 to 31/03/2022 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.		
25	Page No 8 & 9	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 13 - Payment Terms	70% on delivery, 20% on Installation 10% after warranty or on submission of BG	Request you to amend the payment clause as: On Delivery : 80% After Installation and commission: 10% After completion of warranty period or on submission of BG: 10%	Bidder to refer the Corrigendum.
26	Page 9	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 13.2 - Payment Terms	The selected bidder has to submit the following documents for release of payment towards delivery/Installation: Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties etc. Invoice should contain serial number/s of the All-In-One Desktop Computer. Original Proof duly signed by Bank officials of the respective Branch/office	Kindly accept scan documents of invoices and proof of delivery/installation for release of payment.	Bidder has to comply with RFP terms and conditions.



27	Page 26	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC document; Point No: 45 - Award of Contract	Award of contract: The contract shall be awarded and the order shall be placed on selected L1 Bidder/s.	The total quantity is quite large, so we request you to add the split clause . Total order to be awarded to L1 , L2 in the ratio of 60:40.	Bidder has to comply with RFP terms and conditions.
28	Page No. 55	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure- 5	Pre-Qualification Criteria Clause No. 9	Pre-Qualification Criteria 9. Minimum 10,000 Nos. of All-in-One Desktop Computers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2019.	Kindly accept experience criteria as per below amended clause. Minimum 10,000 Nos. of All-in-One/Desktop PCs/Laptop of any OEM should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 5 years from 01/04/2018.	Bidder has to comply with RFP terms and conditions.
29	Page No. 55	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure- 5	Pre-Qualification Criteria Clause No. 10	10 The Bidder should have supplied and installed at least 500 numbers (in each state) of All-in-One Desktop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2019 to 31/03/2022 for Scheduled Commercial Banks/ Government	What we understand, Bank wants to have experience of the Bidder in PAN India delivery, installation and support. If that is so the clause in the current form needed change as it restricts lot of capable bidders to participate. So, we suggest to re-articulate the clause as below: The Bidder should have executed orders (including RC) for more than 7500 Desktop/Laptop/AIO for any	Bidder has to comply with RFP terms and conditions.



				Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the All-in-One Desktop Computers for more than 5 States across India in a single order during the period from 01/04/2019 to 31/03/2022 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units	customer in more than 3000 locations/branches PAN India during the period from 01/04/2018 to 31/03/2023.	
30	NA	General Query	General Query	Location Will be disclosed while placing the order. (Delivery will be Pan India)	Request you to provide approximate no. of location where this material will be supplied.	Delivery will be in Pan India and detailed location will be shared with selected Bidder.
31	Page No.10	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 13.7 - Payment Terms	Payment shall be released within 30 days from the date of submission of relevant documents as per RFP terms and found in order by the respective branches/offices, who have placed order on the selected bidder.	Both the clauses are different. Please clarify whether region/zones will place order and make payment or HO will place order and make payment.	The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, centrally by Head Office at Bengaluru/ any other office as decided by the Bank and the selected bidder has to provide necessary Beneficiary Bank details like Account



					No., Bank's Name with Branch, IFSC Code etc.
32	Page No. 11	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 13.9 - Payment Terms	The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, centrally by Head Office at Bengaluru/ any other office as decided by the Bank and the selected bidder has to provide necessary Beneficiary Bank details like Account No., Bank's Name with Branch, IFSC Code etc.	The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, centrally by Head Office at Bengaluru/ any other office as decided by the Bank and the selected bidder has to provide necessary Beneficiary Bank details like Account No., Bank's Name with Branch, IFSC Code etc.
33	NA	General Query	General Query	Additional Clause	Please incorporate Exchange rate variation clause with the dollar appreciate /depreciate more than 2.5% then the price should be revised accordingly during the validity of price.
34	NA	General Query	General Query	Additional Clause	Please incorporate SNR clause i.e.; if Site not ready with 15 days of delivery the installation payment will be processed with an undertaking.
					Bidder has to comply with RFP terms and conditions.
					Payment will be processed on the receipt of confirmation from the delivery location if site not



						within 30 days, a confirmation letter for the same to be obtained from the delivery location.
35	Page No. 29	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 52.3 - Order Cancellation/Termination of Contract	52.3. The Bank reserves the right to cancel the contract placed on the selected bidder without assigning any reason and without any payment, if 1% of the total quantity supplied (i.e., 180 All-In-One Desktop Computers) is found to be defected (i.e., the installed All-In-One Desktop Computers performance is not as per the satisfaction of the Bank, based on the Terms and conditions mentioned in this RFP).	We request removal of this clause since : 1) Any defect / non-performance of the installed products shall be as per warranty terms 2) In case of any Dead on Arrival (DOA), Bank can intimate the bidder in writing within 14 calendar days from the date of delivery and the Bidder shall replace the DOA products.	Bidder has to comply with RFP terms and conditions.
36	Page No 3	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 4.1 - Objective	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.	As per our understanding as the GeM Bid has been raised with a Single consignee, it will not be possible for all the offices to place orders through GeM. We therefore request Canara Bank to confirm if a single order will be placed through GeM for the entire quantity and subsequently the consignee list will be shared with the L1 Bidder. In case consignee list is shared, we request the Bank to make payments	Payments will be done in 100 units centrally by HO.



					consignee wise as per the payment milestones.	
37	Page No. 8 & 9	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 13.1 - Payment Terms	<p>70% against Delivery 20% against Installation 10% On submission of a bank guarantee for equivalent to 10% of the remaining payment. The delivery / acceptance / Warranty / AMC payment shall be released in lots of 100. Payment shall be released within 30 days from the date of submission of relevant documents as per RFP terms and found in order by the respective branches/offices, who have placed order on the selected bidder.</p>	<p>1) We request Canara Bank to release payments PO wise. 2) As per GeM Bid, there is already a EPBG of 10% that the successful bidder has to pay. We therefore request Bank to remove the requirement of an additional BG and make the payments as under - 70% on Delivery - 30% on Installation</p>	Bidder has to refer Corrigendum.
38	Page No. 7	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 12 - Penalties/ Liquidated Damages Clause No. 12.1.1	<p>Non-compliance of the delivery clauses (11.2) will result in the Bank imposing penalty 0.50% on delay in delivery per All-In-One Desktop Computer, per week or part thereof, on the value of All-In-One Desktop Computer (excluding Warranty and AMC), exclusive of tax. Non-compliance of the</p>	<p>We understand the penalties will be levied on undelivered or uninstalled items only. Request your confirmation</p>	Bidder has to comply with RFP terms and conditions.



				installation clauses (11.3) will result in the Bank imposing penalty 0.50% on delay in installation per All-In-One Desktop Computer, per week or part thereof, on the value of the All-In-One Desktop Computer (excluding Warranty and AMC), exclusive of tax. However, the total Penalty/LD to be recovered under above clauses 12.1.1 & 12.1.2 shall be restricted to 10% of the value of All-In-One Desktop Computer (excluding Warranty and AMC), exclusive of tax.		
39	Page No. 6	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 11 - Delivery, installation and maintenance Clause No. 11.2	Delivery of all All-In-One Desktop Computer should be within Nine (9) weeks from the date of acceptance of the Purchase Order or Ten (10) Weeks from the date of issue of Purchase Order, whichever is earlier	In view of the high volume, we request that the Delivery timeline to be 12 weeks from the date of issue of Purchase order. Please confirm	Bidder has to comply with RFP terms and conditions.
40	Page No. 46	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure- 1	Scope of Work Clause No. 8.a	The Customized Windows 10 Professional OS Image DVD (with preinstalled applications & settings) will be provided by the Bank at the time of awarding	We request the Bank to provide the Image at least 2 weeks prior to the first Purchase Order so that we can enable faster deliveries as soon as the Purchase Order is placed. Please confirm	Successful bidder is advised to collect the images from the Bank.



				Purchase order (For the selected Bidder). The Image provided by the bank only should be used for installation of All-in-One Desktop Computers of Canara Bank only.		
41	Page No. 5	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 6 - Participation methodology Clause No. 6.4	In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing All-In-One Desktop Computers i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate as per Annexure-8.	We understand that the obligations of the OEM will be limited to the warranty obligations only. In case Bidder is unable to provide the warranty services, the OEM will provide the same through alternate sources. Request your confirmation.	Bidder has to comply with RFP terms and conditions.
42	Page No. 5	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 8 - Bid Validity Period.	The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid.	We understand that the orders for the entire quantity will be placed within the Bid validity period of 180 days. Please confirm	Bidder has to comply with RFP terms and conditions.



43	Page No. 28	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 51 - Pricing & Payments Clause No. 51.1	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.	Please note that Prices quoted will be firm during the Bid validity period of 180 days and not for the contract period (which would be 3+ years including warranty). Please confirm acceptance	Bidder has to comply with RFP terms and conditions.
44	Page No. 04	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 4 - Objective Clause No. 4.3	The selected bidder will undertake to ensure availability of offered All-In-One Desktop Computers during the contract period, as well as maintenance of sufficient inventory of genuine spare parts during contract period.	The offered AIO Desktops will be available during the bid validity period 180 days. In case the proposed model becomes EOL, we will offer a rollover model of equivalent or higher configuration at the same price. Please confirm acceptance	Bidder has to comply with RFP terms and conditions.
45	Page No. 26	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 45 - Award of Contract Clause No. 45.1	The bidder/s who quotes the lowest price (L1) after the reverse auction will be referred as the successful bidder/ bidders and Bank will notify the name of the selected bidder/s by displaying in the Notice Board of the Bank.	In view of the high volume, we request that the Bid is split between L1 and L2 in the ratio of 60:40. Please confirm	Bidder has to comply with RFP terms and conditions.
46	Page No. 44 & 45	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 81 - Ministry of Electronics and Information Technology (MeitY): Clause No. 81.1	In furtherance of the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, Ministry of Electronics and Information Technology, Government of India has issued revised Public Procurement	We understand that this order is not applicable for this Purchase as the products to procured in this bid are All-in-One Desktops. Therefore request for removal of this clause	Bidder has to comply with RFP terms and conditions.



				(Preference to Make in India) Order 2019 for cyber security products vide reference File No.1(10)/2017-CLES dated 06/12/2019. The bidders complying with all the guidelines in this regard and providing supporting documents along with the bid can only participate in this bid.		
47	Page No. 24	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 39 - Responsibilities of the bidder : Clause No. 39.6	39.6. The bidder should abide by guidelines issued by RBI Master Direction on outsourcing of IT services.	We understand that this order is not applicable for this Purchase as this RFP is for Purchase of Hardware products and not for outsourcing of IT Services. Therefore request for removal of this clause	Bidder has to comply with RFP terms and conditions.
48	Page No. 15	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 23 - Scope involved during contract period Warranty and ATS Period (if contracted): Clause No. 23.5	Only licensed copies of software shall be supplied. The selected bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version	Please note that License for Software provided will be as per Software Vendor's Licensing terms	Bidder has to comply with RFP terms and conditions.
49	Page No. 14	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 20 - Secure Deployment & Security Compliance to	All the underlying infrastructure components such as OS or any product should be hardened on each environment before made functional.	We request Bank to provide more clarity on the requirement of hardening	Details will be shared to selected Bidder.



			Policies and Process: Clause No. 20.2			
50	Page No. 7	GEM/2023/B/3523190 dated 03/06/2023 ATC	ATC Document Point No. 11 - Delivery, installation and maintenance: Clause No. 11.8	Partial, 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.	We request that the delivery date for the non-damaged material is considered as their original delivery date and not the delivery date of the last item. Please confirm.	Bidder has to comply with RFP terms and conditions.
51	Page No. 16	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 25 Mean Time Between Failures (MTBF):	If during the warranty period and AMC period [If contracted], any hardware and/or software items fails on three or more occasions	We request the clause to be changed as under : If during the warranty period and AMC period [If contracted], any hardware and/or software items fails on three	Bidder has to comply with RFP terms and conditions.



				in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the selected bidder at no additional cost to the Bank	or more occasions in a quarter due to the same issue, such hardware items shall be replaced by equivalent / superior new hardware items by the selected bidder at no additional cost to the Bank	
52	Page No. 6	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 11 Delivery, installation and maintenance: Clause No. 11.3	The successful bidder should ensure installation of the delivered All-In-One Desktop Computers and complete all the works specified in the Scope of Work at the bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered locations.	1. We request Canara Bank to Share SOP for the Installation with successful bidder. 2. We understand that all the required Software and Fonts as mentioned in Annexure 1 of the RFP will be included in the Image that can be preloaded from the factory.	Details will be shared with Selected bidder
53	Page No. 54	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure- 5	Pre-Qualification Criteria Clause No. 5	The bidder should have positive Net Worth as on 31/03/2023.	We request that this clause is changed as under as our audited Financials for the year ending March'23 will be available by August end only : The bidder should have positive Net Worth as on 31/03/20232022	Bidder has to refer the Corrigendum.
54	NA	General Query	General Query	EMD EXEMPTION	As a registered vendor with GeM, HP India Sales Private Limited is exempted from paying EMD. Therefore, we understand that we will not need to pay EMD here. Request your confirmation Reference to GTC	Bidder has to comply with GeM /Gov guidelines regarding EMD Exemption.



55	Page No. 34	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 62- Insurance	The Hardware to be supplied will be insured by the selected 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 selected 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.	1. Please confirm if an Insurance cover is needed in the name of Canara Bank. 2. We request that the Insurance is limited till Delivery as post-delivery the goods will be in possession of the Bank	Bidder has to comply with RFP terms and conditions.
56	Page No. 32	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 57 - Responsibility for Completeness: Clause No. 57.2	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. The selected bidder shall deliver, install, configure	The Demo's will be carried out at the time of Installation only and there will be no separate visit for the Demos. Please confirm acceptance	Bidder has to comply with RFP terms and conditions



				the supplied service as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at selected bidder's cost as per accepted time schedules. The selected bidder is liable for penalties levied by Bank for any deviation in this regard. The selected bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.	
57	Page No. 11	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 14 Warranty: Clause No. 14.4	Despite any other provision, the Bank, may return a Hardware/ Software which is not upto the Requirement mentioned in the RFP to the selected bidder within Sixty (60) days of delivery of the Hardware/ Software and the selected bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b)	As the installation will be completed within 4 weeks from the date of delivery any issuing items or broken seals will be identified at the time of Installation itself. Additionally, once the Installation report is signed by the Bank's official, it would mean that the system is running fine. We therefore request the period of 60 days to be made as 4 weeks from date of delivery or Installation date whichever is earlier to inform about any broken seals, missing items and Hardware / Software that are not as per RFP terms 2) Please share the exhaustive list of
					Bidder has to comply with RFP terms and conditions.



				missing items; and c) Hardware/ Software that are not as per RFP terms.	what will be considered as defective solutions.	
58	Page No. 11	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 14 Warranty: Clause No. 14.1	The entire equipment's / 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 Three (3) years from the Date of Installation/commissioning.	1) Warranty will start from the date of Installation or from 1 month from the date of delivery whichever is earlier. Please confirm acceptance.	Bidder has to comply with RFP terms and conditions
59	Page No. 11	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 14 Warranty: Clause No. 14.3	If any defect in the Hardware/Software/Solution is not rectified by the selected bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/Software functions in accordance with the Contract for a reasonable period of time.	1) Please help to define "Reasonable Period of time" 2) Warranty Extension will not be possible however we will ensure resolution of all the calls logged before expiry of warranty period as per the warranty terms.	Bidder has to comply with RFP terms and conditions



60	Page No. 12	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 14 - Warranty: Clause No. 14.5	The selected bidder shall provide, after the warranty commences for all Hardware/ Software/ Solution components, telephone support to the Bank during Business Days for assistance.	Please note that Telephone support will be available from Monday to Saturday - 9:30am to 5:30pm	Bidder has to comply with RFP terms and conditions.
61	Page No. 47	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure- 1	Scope of Work Clause No. 21	During the warranty period, the selected bidder has to do Preventive Maintenance (PM) as decided by the Bank, minimum once on quarterly basis for the All In One PC (AIO) supplied and submit the reports while claiming warranty payment/AMC payment.	We request the Bank to remove the requirement of Preventive Maintenance as the systems will be under warranty	Bidder to refer the corrigendum.
62	Page No. 15 & 16	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 24 - Local Support: Clause No. 24.3	1)Response Time shall be 6 hours for Metro/Urban Branches and 8 hours for other locations. MTTR shall be a Business day. 2)Time specified above is from lodging of complaint. 3)However, penalties will be applied as per clause 14.	1)Please note that response shall be telephonic 2) We request the MTTR to be 3 Business days as the branches will be all across India including smaller towns / remote locations	Bidder has to comply with RFP terms and conditions
63	Page No. 8	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 12 - Penalties/ Liquidated Damages: Clause No. 12.2	In case faulty All-In-One Desktop Computer are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- (Plus GST) per All-	We request the penalty to be made as Rs,100 per week per All-In-One Desktop instead of Rs.100 per day per All-One-Desktop. Please confirm	Bidder has to comply with RFP terms and conditions



				In-One Desktop Computer per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.		
64	Page No. 8	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 12 - Penalties/ Liquidated Damages: Clause No. 12.3	If the specifications of the RFP are not met by the selected bidder during various tests, the selected bidder shall rectify or replace the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to reject the items.	1. Please specify which tests are being referred here. 2. Please specify the timeline within which such rejection can be done. 3. Please confirm if PDI will be done for this RFP. If yes please confirm on what %age of goods it will be done	Bidder has to comply with RFP terms and conditions
65	Page No. 8 & 9	GEM/2023/B/3523190 dated 03/06/2023	Point No. 13 - Payment Terms: Clause No. 13.1	If All-In-One Desktop Computer is not installed within 30 days from the date of Delivery of the All-In-One Desktop Computer, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder.	1. In case the Installation can't be completed due to reasons attributable to the Bank, we request that a "Site not Ready" Email confirmation is given by the respective Branch. 2. In such cases, the warranty will start from 30 days from the date of delivery. Please confirm acceptance.	Bidder has to comply with RFP terms and conditions



66	Page No. 16	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 27 Sub-contracting	<p>27. Subcontracting:</p> <p>27.1. The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected bidder under the contract without the prior written consent of the Bank.</p> <p>27.2. In case subcontracting is warranted in interest of the project, the selected bidder should take consent of the Bank before undertaking any such agreement. The selected bidder should further ensure subcontracting agreement is vetted by the Bank.</p> <p>27.3. Even if the selected bidder gets into subcontracting, accountability and responsibility of the resource provided shall lie with selected bidder only. Bank shall hold correspondence only with the selected bidder.</p> <p>27.4. The selected bidder</p>	<p>Please note that as part of our business model, our Installation and warranty services are carried out by our Authorized Service Partners. However, the accountability will remain with us. We hope this will not be termed as sub-contracting. Please confirm</p>	Bidder has to comply with RFP terms and conditions
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				<p>should not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). Any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.</p>		
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Canara Bank

67	Page No. 28	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 49 - Project Execution	The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.	Please note that our Project Manager will be based out of Gurgaon. The Project Manager will have all the requisite experience and shall extend the support as required by the Bank. Please confirm if this is acceptable to the Bank	Bidder to refer the corrigendum
68	Page No. 14	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 20 - Secure Deployment & Security Compliance to Policies and Process;	The Bank will have the right to audit the bidder's people, processes, technology etc., as part of vendor security risk assessment process.	We request that the scope of the audit be limited to the obligations of the Vendor under this Tender/ contract.	Bidder has to comply with RFP terms and conditions



			Clause No. 20.4			
69	Page No. 28	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 50 - Execution of Agreement	<p>50.1. Within 21 days from the date of acceptance of the Purchase Order or within 30 days from the date of issue of Purchase Order whichever is earlier, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.</p> <p>50.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after bid evaluation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the selected bidder receiving the photocopy. The</p>	We request that POs are placed once the mutually agreed Agreement is executed.	Bidder has to comply with RFP terms and conditions



				<p>Agreement shall be valid till all contractual obligations are fulfilled.</p> <p>50.3. The Integrity Pact Agreement submitted by the bidder during the bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.</p> <p>Annexure 13</p>		
70	Page No. 29	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 52 - Order Cancellation/Termination of Contract	<p>52.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:</p> <p>52.1.1. Delay in delivery of services in the specified period.</p> <p>52.1.2. Serious discrepancies noted in the inspection.</p> <p>52.1.3. Breaches in the terms and conditions of the Order.</p>	We request that Bank provides a period of 30 days to cure any breach as outlined in clauses 8.1 and 8.2 of the Agreement	Bidder has to comply with RFP terms and conditions



			<p>52.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:</p> <p>52.2.1. Non submission of acceptance of order within 7 days of order.</p> <p>52.2.2. Excessive delay in execution of order placed by the Bank.</p> <p>52.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.</p> <p>52.2.4. The bidder goes in to liquidation voluntarily or otherwise.</p> <p>52.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p> <p>52.2.6. The progress made by the selected bidder is found to be unsatisfactory.</p> <p>52.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p> <p>52.2.8. If found blacklisted</p>	
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				by any Govt. department/ PSU/ other banks etc., during the course of contract.		
71	Page No. 32	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 58 of Inspection Records	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.	We request that any inspection of records be limited to the scope of this Agreement.	Bidder has to comply with RFP terms and conditions
72	Page No. 32 & 33	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 59 Negligence	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such	We request that Bank provides a written notice and cure period of 30 days to make good any condition of negligence.	Bidder has to comply with RFP terms and conditions



				times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.		
73	Page No. 35	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 65 - Confidentiality and Non-Disclosure	The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-9. No media release/public announcement or any other reference to the RFP or any program there under shall	We request that the confidentiality obligations subsist for a period of 1 year from the termination of the contract.	Bidder has to comply with RFP terms and conditions



				be made without the written consent of the Bank, by photographic, electronic or other means.		
74	Page No. 35 & 36	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 66 - Indemnity	<p>66.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>66.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>66.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>66.2. The bidder shall indemnify, protect and save</p>	<p>We request that the Bidder defends and settles any claim of indemnity against the Bank. Further, we request that the liability of the vendor is limited to the relevant order value and that neither party be liable for indirect or consequential losses.</p>	<p>Bidder has to comply with RFP terms and conditions</p>



			<p>the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution/Service supplied by them.</p> <p>66.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>66.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.</p> <p>66.2.3. All Employees engaged by the bidder shall be in sole employment of</p>		
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				the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.		
75	Page No. 74	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 74 Right to audit	74.1. The selected bidder has to get itself annually audited by internal/ external empanelled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank /such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the selected bidder is required to submit such certification by such Auditors to the Bank. The	We request that the scope of the audit be limited to the obligations of the Vendor under this Tender/ contract.	Bidder has to comply with RFP terms and conditions



			<p>selected bidder and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the selected bidder. The selected bidder shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.</p> <p>74.2. Where any deficiency has been observed during audit of the selected bidder on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the selected bidder shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify</p>		
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			<p>in respect of resolution of the deficiencies. The resolution provided by the selected bidder shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.</p> <p>74.3. The selected bidder shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank /Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the selected bidder (e.g., financial, internal control and security reviews) and findings made on selected bidder in conjunction with the services provided to the Bank.</p>	
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76	NA	General Query	General Query	Please refer to RFP for details	We request that approaching the court to appoint a sole arbitrator will be time consuming. This is after the parties have already spent considerable time only amicably resolving the dispute. In the interest of not prolonging the dispute resolution process, it is requested that a panel of 3 arbitrators ie., 1 by each party and 3rd mutually appointed are considered.	Bidder has to comply with RFP terms and conditions
77	NA	General Query	General Query	Please refer to RFP for details	We request that injunction, restraining order, right to recovery, specific performance and other equitable relief should be available to the Bidder as well.	Bidder has to comply with RFP terms and conditions
78	Page No. 73	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure-13	Draft Contract Agreement Clause No: 8	The Bank reserves the right to cancel the contract placed on the selected bidder without assigning any reason and without any payment, if 1% of the total quantity supplied (i.e., 180 All-In-One Desktop Computers) is found to be defected (i.e., the installed All-In-One Desktop Computers performance is not as per the satisfaction of the Bank, based on the Terms and conditions mentioned in this RFP).	Our request you to kindly give exemption above parameters to enable local bidders as per Government of India orders. Kindly help local bidder to participate in this bid by allowing Bidder/OEM Turnover criteria. We humbly request to DPIIT is to kindly intervene and instruct Canara bank to exempt this clause and consider the turnover criteria for Bidder/OEM.	Bidder has to comply with RFP terms and conditions



79	Page No. 3	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 4 - Objective: Clause No. 4.1	The objective of this RFP is to procure 20000 All-In-One Desktop Computers for branches/offices of Canara Bank for a period of 5 years with onsite warranty of Three (3) years and Two (2) years AMC. 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	Request to follow DPIIT notification and Gem clause for experience criteria and not to restrict local bidders to quote Make in India products.	Bidder has to comply with RFP terms and conditions
80	Page No. 8	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 13 - Payment Terms: Clause No. 13.1	70% on delivery of All-In-One Desktop Computer and on submission 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 20% of the total cost will be released after successful installation & Acceptance of	Hence, we request the Canara Bank not to violate DPIIT and DOE notification by asking 10% BG and additional 10% Warranty BG for the same tenure on the same project which is total 20% Bank Guarantee on one bid. Our humble request to bank kindly amend the Bank Guarantee to 5% from 20% for the entire project and not to take additional bank guarantee as per guidelines. This will enable to participate more no. of Make in India local bidders in the bid.	Bidder has to refer Corrigendum.



				<p>All-In-One Desktop Computer supplied as per Scope of Work. The successful bidder 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 All-In-One Desktop Computer is not installed within 30 days from the date of Delivery of the All-In-One Desktop Computer, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. The selected bidder also has to undertake that they will install the All-In-One Desktop Computer within a week from the date of informing site readiness without any extra cost. After completion of warranty period and after deducting applicable</p>	
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				<p>penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment. 13.5. The delivery / acceptance / Warranty / AMC payment shall be released in lots of 100. 13.7. Payment shall be released within 30 days from the date of submission of relevant documents as per RFP terms and found in order by the respective branches/offices, who have placed order on the selected bidder.</p>		
81	Page No. 7	GEM/2023/B/3523190 dated 03/06/2023 ATC	<p>Point No. 12 - Penalties/ Liquidated Damages: Clause No. 12.1</p>	<p>Non-compliance of the delivery clauses (11.2) will result in the Bank imposing penalty 0.50% on delay in delivery per All-In-One Desktop Computer, per week or part thereof, on the value of All-In-One Desktop Computer (excluding Warranty and AMC), exclusive of tax. Non-compliance of the installation clauses (11.3)</p>	<p>We humbly ask the bank to consider the following certification and grant us an exemption from filing the EMD in accordance with Gem terms for the bidder whose credentials are verified through GeM.</p>	<p>Bidder has to comply with RFP terms and conditions</p>



				will result in the Bank imposing penalty 0.50% on delay in installation per All-In-One Desktop Computer, per week or part thereof, on the value of the All-In-One Desktop Computer (excluding Warranty and AMC), exclusive of tax. However, the total Penalty/LD to be recovered under above clauses shall be restricted to 10% of the value of All-In-One Desktop Computer (excluding Warranty and AMC), exclusive of tax.		
82	Page No. 6	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 11 - Delivery, installation and maintenance: Clause No. 11.2	Delivery of all All-In-One Desktop Computer should be within Nine (9) weeks from the date of acceptance of the Purchase Order or Ten (10) Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The successful bidder has to arrange for road permit, E-Way bill at his own cost. It will be the	We kindly ask the department to kindly consider 80% against Delivery and 20% against the Installation.	Bidder has to comply with RFP terms and conditions



				sole responsibility of the successful bidder to submit any form required for release of shipment from the check post.		
83	Page No. 46	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure- 1	Scope of Work Clause No: 8.a	The Customized Windows 10 Professional OS Image DVD (with preinstalled applications & settings) will be provided by the Bank at the time of awarding Purchase order (For the selected Bidder). The Image provided by the bank only should be used for installation of All-in-One Desktop Computers of Canara Bank only	We request removal of this clause since : 1)Any defect / non-performance of the installed products shall be as per warranty terms 2) In case of any Dead on Arrival (DOA), Bank can intimate the bidder in writing within 14 calendar days from the date of delivery and the Bidder shall replace the DOA products.	Bidder has to comply with RFP terms and conditions
84	Page No. 5	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 6 - Participation methodology: Clause No. 6.4	In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing All-In-One Desktop Computers i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this	As per our understanding as the GeM Bid has been raised with a Single consignee, it will not be possible for all the offices to place orders through GeM. We therefore request Canara Bank to confirm if a single order will be placed through GeM for the entire quantity and subsequently the consignee list will be shared with the L1 Bidder. In case consignee list is shared, we request the Bank to make payments consignee wise as per the payment milestones.	



				effect bidder should provide a dealer/distributor certificate as per Annexure-8.		
85	Page No. 5	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 8 - Participation methodology	The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank	1) We request Canara Bank to release payments PO wise. 2) As per GeM Bid, there is already a EPBG of 10% that the successful bidder has to pay. We therefore request Bank to remove the requirement of an additional BG and make the payments as 70% on Delivery - 30% on Installation	Bidder has to refer corrigendum
86	Page No. 29	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 51 - Pricing & Payments: Clause No. 51.2	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. 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.	We understand the penalties will be levied on undelivered or uninstalled items only. Request your confirmation	Bidder has to comply with RFP terms and conditions



87	Page No. 4	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 4 Objective: Clause No. 4	The selected bidder will undertake to ensure availability of offered All-In-One Desktop Computers during the contract period, as well as maintenance of sufficient inventory of genuine spare parts during contract period.	In view of the high volume, we request that the Delivery timeline to be 12 weeks from the date of issue of Purchase order. Please confirm	Bidder has to comply with RFP terms and conditions
88	Page No. 26	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 45 of Award Contract	The bidder/s who quotes the lowest price (L1) after the reverse auction will be referred as the successful bidder/ bidders and Bank will notify the name of the selected bidder/s by displaying in the Notice Board of the Bank. The contract shall be awarded and the order shall be placed on selected L1 Bidder/s. The selected bidder/s shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of	We request the Bank to provide the Image at least 2 weeks prior to the first Purchase Order so that we can enable faster deliveries as soon as the Purchase Order is placed. Please confirm	Successful bidder is advised to collect the images from the Bank.



				<p>the order by the bidder. In case of non-receipt of acceptance by the due date, the Purchase Order shall deemed to have been accepted by the vendor. The selected bidder/s will be required to provide the service to branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFP.</p>		
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		ATC	Clause No: 39.6			
91	Page No. 15	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 23: Scope involved during contract period Warranty and ATS Period (if contracted) Clause No: 23.5	Only licensed copies of software shall be supplied. The selected bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.	Please note that Prices quoted will be firm during the Bid validity period of 180 days and not for the contract period (which would be 3+ years including warranty). Please confirm acceptance	Bidder has to comply with RFP terms and conditions
92	Page No. 14	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 20: Secure Deployment & Security Compliance to Policies and Process Clause No: 20.2	All the underlying infrastructure components such as OS or any product should be hardened on each environment before made functional.	The offered AIO Desktops will be available during the bid validity period 180 days. In case the proposed model becomes EOL, we will offer a rollover model of equivalent or higher configuration at the same price. Please confirm acceptance	Bidder has to comply with RFP terms and conditions
93	Page No. 26	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 45: Award of Contract Clause No: 45.1	The bidder/s who quotes the lowest price (L1) after the reverse auction will be referred as the successful bidder/ bidders and Bank will notify the name of the selected bidder/s by displaying in the Notice Board of the Bank.	In view of the high volume, we request that the Bid is split between L1 and L2 in the ratio of 60:40. Please confirm	Bidder has to comply with RFP terms and conditions



94	Page No. 4 & 45	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 81: Ministry of Electronics and Information Technology (MeitY) Clause No: 81.1 & 81.2	In furtherance of the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, Ministry of Electronics and Information Technology, Government of India has issued revised Public Procurement (Preference to Make in India) Order 2019 for cyber security products vide reference File No.1(10)/2017-CLES dated 06/12/2019. The bidders complying with all the guidelines in this regard and providing supporting documents along with the bid can only participate in this bid.	We understand that this order is not applicable for this Purchase as the products to procured in this bid are All-in-One Desktops. Therefore request for removal of this clause	Bidder has to comply with RFP terms and conditions
95	Page No. 24	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 39: Responsibilities of the bidder) Clause No: 39.6	39.6. The bidder should abide by guidelines issued by RBI Master Direction on outsourcing of IT services.	We understand that this order is not applicable for this Purchase as this RFP is for Purchase of Hardware products and not for outsourcing of IT Services. Therefore request for removal of this clause	Bidder has to comply with RFP terms and conditions
96	Page No. 15	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 23: Scope involved during contract period Warranty and ATS Period (if contracted)	Only licensed copies of software shall be supplied. The selected bidder shall grant an irrevocable perpetual license to the Bank to use the software.	Please note that License for Software provided will be as per Software Vendor's Licensing terms	Bidder has to comply with RFP terms and conditions



			Clause No: 23.5	Further, all software supplied shall be of latest version		
97	Page No. 14	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 20: Secure Deployment & Security Compliance to Policies and Process Clause No: 20.2	All the underlying infrastructure components such as OS or any product should be hardened on each environment before made functional.	We request Bank to provide more clarity on the requirement of hardening	Bidder has to comply with RFP terms and conditions
98	Page No. 7	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 11. Delivery, installation and maintenance Clause No: 11.8	Partial, 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	We request that the delivery date for the non-damaged material is considered as their original delivery date and not the delivery date of the last item. Please confirm.	Bidder has to comply with RFP terms and conditions



				delivery duly certified by Bank's Officials, along with delivery payment claim letter.		
99	Page No. 16	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 25. Mean Time Between Failures (MTBF)	If during the warranty period and AMC period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the selected bidder at no additional cost to the Bank	We request the clause to be changed as under : If during the warranty period and AMC period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter due to the same issue, such hardware items shall be replaced by equivalent / superior new hardware items by the selected bidder at no additional cost to the Bank	Bidder has to comply with RFP terms and conditions
100	Page No. 6	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 11. Delivery, installation and maintenance Clause No: 11.3	The successful bidder should ensure installation of the delivered All-In-One Desktop Computers and complete all the works specified in the Scope of Work at the bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered locations.	1. We request Canara Bank to Share SOP for the Installation with successful bidder. 2. We understand that all the required Software and Fonts as mentioned in Annexure 1 of the RFP will be included in the Image that can be preloaded from the factory.	Details will be shared with selected bidder.



101	Page No. 54	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure- 5	Pre-Qualification Criteria Clause No. 5	The bidder should have positive Net Worth as on 31/03/2023.	We request that this clause is changed as under as our audited Financials for the year ending March'23 will be available by August end only : The bidder should have positive Net Worth as on 31/03/20232022	Bidder has to comply with RFP terms and conditions
102	NA	General Query	General Query	EMD EXEMPTION	As a registered vendor with GeM, HP India Sales Private Limited is exempted from paying EMD. Therefore, we understand that we will not need to pay EMD here. Request your confirmation Reference to GTC	Bidder has to comply with GTC and RFP terms and conditions.
103	Page No. 34	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 62. Insurance	The Hardware to be supplied will be insured by the selected 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 selected 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	1. Please confirm if an Insurance cover is needed in the name of Canara Bank. 2. We request that the Insurance is limited till Delivery as post-delivery the goods will be in possession of the Bank	Bidder has to comply with RFP terms and conditions



				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.		
104	Page No. 32	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 57. Responsibility for Completeness Clause No: 57.2	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. The selected bidder shall deliver, install, configure the supplied service as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at selected bidder's cost as per accepted time schedules. The selected bidder is liable for penalties levied by Bank for any deviation in this regard. The selected bidder shall provide for all drivers/software required to install, customize and test the system without any	The Demo's will be carried out at the time of Installation only and there will be no separate visit for the Demos. Please confirm acceptance	Bidder has to comply with RFP terms and conditions



				further charge, expense and cost to Bank.		
105	Page No. 41	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 75: Resolution of Disputes	<p>All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and</p>	<p>We request that approaching the court to appoint a sole arbitrator will be time consuming. This is after the parties have already spent considerable time only amicably resolving the dispute. In the interest of not prolonging the dispute resolution process, it is requested that a panel of 3 arbitrators ie., 1 by each party and 3rd mutually appointed are considered.</p>	<p>Bidder has to comply with RFP terms and conditions</p>



				Conciliation Act 1996. Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.		
106	Page No. 41	GEM/2023/B/3523190 dated 03/06/2023 ATC	Point No. 76: Legal Disputes and Jurisdiction of the court	76.1. The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this GeM bid. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any	We request that injunction, restraining order, right to recovery, specific performance and other equitable relief should be available to the Bidder as well.	Bidder has to comply with RFP terms and conditions.



				amounts and related costs and a right for damages. 76.2. All disputes and controversies between Bank and bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this GeM bid/Contract agreement shall be governed by the laws of India.	
107	Page No. 48	GEM/2023/B/3523190 dated 03/06/2023 ATC Annexure- 2	Technical Requirements for 20000 All-In-One Desktop Computers in Canara Bank Clause No. 5	1. Intel® Core™ 10th Gen i5-12400T processor or higher. 2. Equivalent AMD Ryzen 5 Processor or higher. 3. If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the Benchmark Certificate (with benchmarking score) from anyone of the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark 2018 b. PC Mark 10. 4. Bidder should quote Processor with Minimum specification of "2.30 GHz	Request to clarify below: 1. Core i5 12400T processor is 12th Gen and hence kindly change 10th Gen to 12th Gen in ATC. 2. Core i5 12400T has 1.8GHz, 6Cores, 12 Threads, Base frequency 1.8Ghz, Turbo frequency 4.2Ghz, L1 Cache 20MB, L2 Cache 7.5MB & hence request to confirm 1.8 GHz as per Intel website for physical parameters: https://ark.intel.com/content/www/us/en/ark/products/223094/intel-core-i512400t-processor-18m-cache-up-to-4-20-ghz.html

Bidder has to refer the corrigendum.



				base frequency, 3.80 Ghz Turbo frequency, 12MB Cache, 6 cores, 12 threads		
108	Page No. 49	GEM/2023/ B/3523190 dated 03/06/2023 ATC Annexure- 2	Technical Requirements for 20000 All-In- One Desktop Computers in Canara Bank Clause No. 21	Certifications: BIS, BEE, RoHS, EPR and any other Indian Certificate	Request to kindly accept Energy star certificate which is equivalent to BEE certificate.	Bidder has to refer the corrigendum.
109	Page No. 8 & 9	GEM/2023/ B/3523190 dated 03/06/2023 ATC	Point No. 13 Payment Terms Clause No. 13.1	Payment Terms: 1. 70% on delivery of All-In- One Desktop Computer and on submission 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 Installation & Acceptance	Request to kindly consider below payment terms: 1. 80% on Delivery. 2. 20% on Installation. Request you to kindly remove additional BG requirement of 10% which is additional to EPBG. Request bank to clarify if single order will be placed for 20,000 AIO or multiple PO's from circle offices. Kindly confirm payment will be released centrally or from circle offices.	Bidder to refer the corrigendum.



			<p>2. 20% of the total cost will be released after successful installation & Acceptance of All-In-One Desktop Computer supplied as per Scope of Work. The successful bidder 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 All-In-One Desktop Computer is not installed within 30 days from the date of Delivery of the All-In-One Desktop Computer, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. The selected bidder also has to undertake that they will install the All-In-One Desktop Computer within a week from the date</p>	
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				of informing site readiness without any extra cost. 3. 10% of Payment After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.		
110	5	GEM/2023/ B/3523190 dated 03/06/2023	Delivery, installation and maintenance	Delivery 98 days	Request bank to kindly consider 18 weeks for delivery and 5 weeks for Installation considering project qty and all India installation. Delivery period should start from the date of confirmation of delivery locations as delivery instruction are not shared with PO.	Bidder has to comply with RFP terms and conditions.
111	NA	General Query	General Query	EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.	Request bank to clarify if MSE is applicable only for manufacturer of goods (OEM: Original equip manufacturer or service provider.	Bidder has to comply with GTC and RFP terms and conditions.



112	NA	General Query	General Query	General Query	In case L1 is Class II bidder and L2 is Class I while MSE bidder is L3 (within 15% of L1 Price) Kindly clarify distribution of order in	Bidder to comply with Government of India guidelines.
113	NA	General Query	General Query	General Query	We request to confirm if Bank is going to place order with 3 year or 3 year +2 year AMC as the BG requirement is for 62 months. BG is to be equivalent to warranty period.	Bidder has to comply with RFP terms and conditions.
114	Page 51	GEM/2023/B/3523190 dated 03/06/2023	Cost of additional 8 GB RAM.	General Query	1. As per Commercial bid format it includes 8GB RAM as additional line item hence we understand this additional 8GB order will be placed along with ALL-IN ONE order at the time of finalization of contract. If not then kindly confirm validity of price for 8GB. 2. Kindly confirm if 8GB to be installed in 20,000 AIO which is being procured under this contract or will it be different machines. 3. Request Bank to clarify if 8GB RAM will be considered for calculation in MII BOM.	The price quoted for additional 8 GB RAM to be supplied is fixed for contract period and the quantity for additional RAM is indicative only. The selected bidder should supply the RAM at the price quoted as per bill of material during the contract period on the request of Bank. The price quoted for 8 GB RAM shall be considered for arriving the selected bidder.
115	NA	General Query	General Query	General Query	Request bank to kindly add MAF from Microsoft authorizing OEM against Canara Bank GEM bid.	Bidder has to comply with RFP terms and conditions.

116	NA	General Query	General Query	General Query	Request to kindly accept soft copies/online uploading of ePOD & eLR for payment release.	Bidder has to comply with RFP terms and conditions.
117	NA	General Query	General Query	General Query	Request Canara Bank to kindly include clause to release any TCS/TDS applicable as per Govt guidelines at the time of payment release	TCS is not prevalent and TDS is deductible and remit to Govt. and which cannot be refundable.

Date: 21/06/2023
Place: Bengaluru


DEPUTY GENERAL MANAGER
