

Replies to pre bid queries for RFP 01/2021-22 dated 13/01/2022 for Supply, Installation and Maintenance of Apple I-Pads

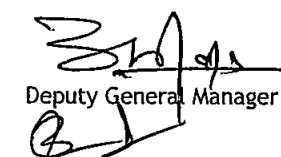
Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	12	SECTION C- DELIVERABLES &SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery&Installation:	1.2. Delivery of all Apple I-Pads should be within Four (4) weeks from the date of acceptance of the Purchase Order or 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 roadpermit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibilityof 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 will provide letters / certificate / authority to the selected bidder, if required..	Delivery Lead time of 8- 10 Weeks from the date of PO (Standard Lead time from apple have increased now due to the global constraint)	The RFP clause is modified as under: 1.2. Delivery of all Apple I-Pads should be within <u>Five (5) weeks from the date of acceptance of the Purchase Order or Six (6) Weeks from the date of Purchase Order whichever is earlier.</u> Please note that no extra charges will be paid for those locations where roadpermit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibilityof 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 will provide letters / certificate / authority to the selected bidder, if required..
2	2	A. BID SCHEDULE & ABBREVIATIONS	1. BID SCHEDULE	8. Performance Bank Guarantee/Bid Security  3% of Total Order Value	Request you to make changes from 3% to Performance bank Guarantee @ 1% of the total order value	Bidder to comply with the RFP clause.
3	15	SECTION C- DELIVERABLES &SERVICE LEVEL AGREEMENTS (SLAs)	5. Local Support:	5.3. Response Time and Meantime to Restore [MTTR]  5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day.	Request you to change the response time as 24 Hours for Urban branches and 48 hrs for other locations. MTTR must be within 72 hrs	Bidder to comply with the RFP clause.



Replies to pre bid queries for RFP 01/2021-22 dated 13/01/2022 for Supply, Installation and Maintenance of Apple I-Pads

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
4	15	SECTION C- DELIVERABLES &SERVICE LEVEL AGREEMENTS (SLAs)	7. Warranty:	7.1. 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 3 years from the Date of Installation/commissioning.	Apple Standard Warranty for an iPad Pro is limited upto 2 Years only, Request for amendment	Bidder to comply with the RFP clause.
5	29	Annexure-7 Technical Requirements for Apple I-Pads in Canara Bank	Technical Specification of Apple iPad	t. Warranty Minimum 3-year comprehensive onsite warranty.	Three Years onsite warrant will be with Apple care as Ipad has one year onsite warranty by default . Please include Apple care for additional two years .  Justification/Proposed changes, if any.	Bidder to comply with the RFP clause.
6	29	Annexure-7 Technical Requirements for Apple I-Pads in Canara Bank	Technical Specification of Apple iPad	u. Carry Case Good quality OEM bag	Carry case will be additional cost  Justification/Proposed changes, if any.  It will be package of ipad,Apple & Carry Case	Bidder has to submit final price (including cost of all components)
7	29	Annexure-7 Technical Requirements for Apple I-Pads in Canara Bank	Technical Specification of Apple iPad	v. Other Licensed Version of Microsoft Office 365 personal with three years subscription should be provided and installed. All other features like Face ID etc. should be as per OEM.	Microsoft will not preloaded ( our technical team will help you to load Office 365 . Again it will be extra cost or we can quote as a package  Justification/Proposed changes, if any.  It will be package ipad + Microsoft office 365	Bidder to refer Amendment-1 dated 14/01/2022.

Date:27/01/2022  
Place: Bangalore

  
Deputy General Manager

