

Replies to prebid queries for GeM Bid ref: GEM/2021/B/1759261 dated 22/12/2021 for Procurement of Laptop Computers with three years warranty and two years AMC in Canara Bank:

| SL No. | GeM Bid Clause | Clause/Technical Specification | Bidder's Query | Bank's Reply |
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| 1 | ATC-12 1. Delivery & Installation: | 1.1. Bank shall provide the address and contact details for delivery of Laptop Computers while placing the order. Bank at its discretion may release purchase order in on slot or multiple slot through centrally/Circle Office wise/Wing wise. | Request you to please confirm exact qty. and location of delivery as well as installation. | Delivery location of laptop computer will be in 24 Circle offices and in Head office of Canara Bank. Exact quantity and location details will be shared with the successful bidder. |
| 2 | ATC-12 Payment | | Payment will be from central office, Regional office. Please confirm | Payment will be centrally. |
| 3 | ATC-12 4. Payment Terms: | 4.1 Payment terms: Payment: 70% on delivery, 20 % on installation 10% of the total cost shall be paid only after completion of warranty period of 3 years or on submission of a bank guarantee for equivalent amount by the selected successful bidder after releasing 90% payment. | Request you to consider 77 % delivery , 20 installation and 3 % on BG | Bidder to comply with the GeM bid terms & conditions. |



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| 4 | ATC-121. Delivery & Installation: | 1.2. Delivery of all Laptop Computers should be within Seven (7) weeks from the date of acceptance of the Purchase Order or Eight (8) 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post | Request you to please consider 20 week delivery time due to globally shortage of component | Gem bid clause is amended as under: Delivery of all Laptop Computers should be within Ten (10) weeks from the date of acceptance of the Purchase Order or Thirteen (13) 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post |
| 5 | ATC-12 1. Delivery & Installation: | 1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within Two (2) weeks from the date of delivery of all the materials for each ordered locations | We request you to please provide 3 week for installation. | Gem bid clause is amended as under: The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within Three (3) weeks from the date of delivery of all the materials for each ordered locations |



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| 6 | ATC-129. Annual Maintenance Contract (AMC) (if contracted): | 9.5. During the Warranty and AMC (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include 9.5.1. Rectification of Bugs/defects if any. 9.5.2. Preventive Maintenance Yearly. 9.5.3. Maintenance of Passbook Printers including Software drivers. | Request you to remove PM as are laptop. | Bidder to comply with the GeM bid terms & conditions. |
| 7 | ATC-12 Annexure 2 Eligibility Criteria Declaration | Experience Criteria | Please confirm PO is required only for Laptop. | PO copies for the procurement of Laptop computers, AIOs/PCs issued by Central / State Govt Organization / PSU / Public Listed Company will be considered |
| 8 | ATC-12 3. <u>Penalties/Liquidated Damages:</u> | 3.6. LD is not applicable for the reasons attributable to the Bank and Force Majeure. | Please confirm you are considering delivery and installation due to force majeure like pandemic , lockdown, strike , elections , transportation challenge etc. | Force Majeure will be applicable as per the directions of the Government. |
| 9 | ATC-12 3. Penalties/Liquidated Damages: | 3.1. Penalties/Liquidated damages for delay in Delivery and Installation, of Laptop Computers in all locations would be as under: 3.1.3. However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes). | Request you to consider maximum 5% of the total value of the order instead of 10% | Bidder to comply with the GeM bid terms & conditions |



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| 10 | ATC-12Annexure 1 Technical Specifications | ProcessorIntel Core i5-10210U (4 Core, 1.60 GHz with turbo frequency up to 4.20 GHz , 6 MB Cache) or equivalent or higher | Intel Core i5 1135 G7 or latest processor, request the bank to consider. | Gem bid clause is amended as under: Intel Core i5 1135 G7 or AMD Ryzen 5 5600U processor or equivalent or higher. Bidder should quote processor with minimum specification of "4 Core, 2.3 GHz with turbo frequency upto 4.20 GHz, 8 MB cache." |
| 11 | ATC-12 Annexure 1 Technical Specifications | Processor Thermal Design Power (TDP) 15 W or less | Different processor having different TDP hence we request the bank to consider the same as less than 30 W | Processor Thermal Design Power (TDP) 30 W or less |
| 12 | ATC-12 Annexure 1 Technical Specifications | Display & Resolution 14" to 14.5" Wide Screen anti-Glare LED Display, Full HD (1920x1080) or higher | Kindly consider as 14 inch IPS screen for better picture clarity | Bidder to comply with the GeM bid terms & conditions |
| 13 | ATC-12 Annexure 1 Technical Specifications | Weight Not more than 2.0 Kilograms including Battery. | Request the bank to consider 1.65 kg or above. | Bidder to comply with the GeM bid terms & conditions |
| 14 | ATC-12 Annexure 1 Technical Specifications | Security i. TPM 2.0 Security Chip (discrete/integrated). Firmware, Software & Virtual TPM are not acceptable. ii. Finger Printer Reader | Discrete hardware TPM 2.0 Chip for better security | Bidder to comply with the GeM bid terms & conditions |
| 15 | ATC-12Annexure 1 Technical Specifications | Memory1x8 GB DDR4 RAM-2666 MHz or higher expandable up to 16 GB or more with minimum 1 DIMM slot free for Up gradation. | Request to amend same as 2 Physical DIMM slot and 32 GB expandability for better service ability. | GeM bid clause is amended as under: Minimum 1x16 GB DDR4 RAM-2666 MHz or higher, expandable upto 32 GB with minimum one slot free for upgradation. |

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| 16 | ATC-12 Annexure 1 Technical Specifications | Audio and Web Cam Built in HD Stereo Sound Speakers, Built in Micro Phone, Headphone/Microphone Combo Jack, HD web Cam (on front) | Kindly amend the same. dual microphone and physical camera shutter | Bidder to comply with the GeM bid terms & conditions |
| 17 | ATC-12 Annexure 1 Technical Specifications | Wireless Connectivity Integrated wireless 802.11 ac dual band, Integrated Bluetooth 5.0 or better | kindly amend the same as 802.11 AX | GeM bid clause is amended as under: Integrated wireless 802.11 ax, Integrated Bluetooth 5.0 or better |
| 18 | ATC-12 Annexure 1 Technical Specifications | Ports and Card Reader 3 USB ports or more (1x USB 2.0 or higher and 1x USB 3.1 or higher), 100/1000 Ethernet card, HDMI/mini display port 1.4 or above. | kindly amend the same as 3 USB 3.0 and 1 Type C 3.2 (Thunderbolt port) | Bidder to comply with the GeM bid terms & conditions. |
| 19 | ATC-12 Annexure 1 Technical Specifications | Power Supply 230V, 50Hz AC Supply with rechargeable Battery Pack Comprising of Li-Ion/ Li Polymer battery Suitable for minimum 6 hours Backup. 3 pin Adaptor suitable for Indian Power Sockets. | kindly amend the same as 48 Whr battery as per industry stands | GeM bid clause is amended as under: 110V-240V, 40-60Hz AC Supply with rechargeable Battery Pack Comprising of Li-Ion/ Li-Polymer battery Suitable for minimum 6 hours Backup. 3 pin Adaptor suitable for Indian Power Sockets. |
| 20 | Annexure 1 Technical Specifications | WeightNot more than 2.0 Kilograms including Battery | kindly amend the same as 1.65 kg to better product | Bidder to comply with the GeM bid terms & conditions. |
| 21 | Annexure 1 Technical Specifications | Additional Requirement i. Bank Name & Logo should be Embossed / Printed / Pasted with tamper proof stickers on Laptop (Bank will provide logo in *.jpg/*.jpeg) ii. Two button optical scroll USB Mouse of OEM Make. | Standad stickert will be pasted on. No Embossed and No Tamper proof sticker Kindly accept the confirm the same. | GeM bid clause (ii) is amended as under: Two button optical scroll USB Mouse of the same OEM Make proposed for Laptop Computer. |



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| 22 | Bid Number: GEM/2021/B/17 59261 Dated: 22-12- 2021 | EMD EMD Percentage(%) 1 % | Detail | As per Government Order No. F.9/4/2020 -PPD Dated 12.11.2020 Bid Released within 31st December 2021 are EMD exempted and also Seller registered with NSIC under single point registration under services are exempted From EMD along with with Udyog Aadhaar Memorandum (UAM) /Udyam Registration (MSME) Request Bank to consider the same. GO - attached | Bidder to comply with the GeM bid terms & conditions. |
| 23 | ATCAnnexure- 2Eligibility Criteria Declaration | Sl. No. 2The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for at least three years as on GeM bid date. | | As per the GeM General Terms and Conditions, Page no. 2, point no. (g) Proprietorship firms/ Partnership firms are allowed to participate in all GeM Bids.We request the bank, kindly amend the ATC and include Proprietorship firm/ Partnership firm.GeM Terms & Conditions - attached | The Company operating should be legally compliant company and can be:1. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008.2. Company duly registered in India as per Indian Companies Act, 1956.or Indian Companies Act, 2013.3. Proprietorship firm duly registered under the applicable shops and commercial |



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| 24 | ATC1. Delivery & Installation: | 1.2. Delivery of all Laptop Computers should be within Seven (7) weeks from the date of acceptance of the Purchase Order or Eight (8) 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post | As per GeM Notifications 90 days delivery. Request the Bank to Consider the Same. GeM Notification - attached | Gem bid clause is amended as under: Delivery of all Laptop Computers should be within Ten (10) weeks from the date of acceptance of the Purchase Order or Thirteen (13) 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post |
| 25 | ATC 1. Delivery & Installation: | 1.1. Bank shall provide the address and contact details for delivery of Laptop Computers while placing the order. Bank at its discretion may release purchase order in on slot or multiple slot through centrally/Circle Office wise/Wing wise. | Request the bank to share the entire locations where the laptop are to be delivered. | Delivery loaction of laptop computer will be in 24 Circle offices and in Head office of Canara Bank. Exact quantity and location details will be shared with the successful bidder. |
| 26 | ATC1. Delivery & Installation: | 1.1. Bank shall provide the address and contact details for delivery of Laptop Computers while placing the order. Bank at its discretion may release purchase order in on slot or multiple slot through centrally/Circle Office wise/Wing wise. | We request you to provide the delivery location of the total order qty. As the Delivery cost is involved, it is necessary for us to arrive the total cost for each unit. | Delivery loaction of laptop computer will be in 24 Circle offices and in Head office of Canara Bank. Exact quantity and location details will be shared with the successful bidder. |



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| 27 | ATC 1. Delivery & Installation: | 1.2. Delivery of all Laptop Computers should be within Seven (7) weeks from the date of acceptance of the Purchase Order or Eight (8) 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post. | As per GeM Conditions the delivery period has been changed to 90 days. So we request you change the delivery. | Gem bid clause is amended as under: Delivery of all Laptop Computers should be within Ten (10) weeks from the date of acceptance of the Purchase Order or Thirteen (13) 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. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post |
| 28 | ATC3. Penalties/Liquidated Damages: | 3.2. In case faulty Laptop Computers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs. 100 (Plus GST) per laptop computer per day and part thereof 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. | We request you 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 to comply with the GeM bid terms & conditions. |



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| 29 | ATC 3. Penalties/Liquidated Damages: | 3.1 Penalties/Liquidated damages for delay in Delivery and Installation, of Passbook Printers in all locations would be as under: 3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Laptop computer, per week or part thereof, on the invoice value of the Laptop computer wise. | Requested to clarify on the LD clause on Delivery of Laptop example ,a bidder received Delivery instruction of 10 Laptop to particular location, the delivery happened only for 8 units the balance delivered after the due date, the LD will be applicable for 2 units or for all 10 units. | LD will be applicable only for remaining units delivered after due date. |
| 30 | ATC 4.1 Payment schdeudle | Against Delivery : 70%, Installance and Maintenance : 20% and balance 10% on warranty or on submission of a bank guarantee for equivalent amount by the selected successful bidder after releasing 90% payment. | We request you to change the Payment terms as 1) Against Delivery : 70% and balance 30% after Installation and completion. As per GFR Guidelines, PBG to be collect to the maximum of 3% of the Order Value, which has been extended up to 31st March 2023. So we request you to remove this clause of 10% of PBG during the warranty period. | Bidder to comply with the GeM bid terms & conditions. |




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| 31 | ATC9. Annual Maintenance Contract (AMC) (if contracted): | 9.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware and software). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in Payment terms. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period. | Please clarify on the PBG Clause again, whether we need to submit the PBG apart from 3% of the order value for 62 months. As per guidelines the PBG Should not be not more than 3% of the order during the Contract period. | Bidder has to submit this additional PBG of 10% if the AMC charges quoted by the bidder are less than 5% of the cost of the hardware. |
| 32 | Bid Number: GEM/2021/B/17 59261 Dated: 22-12-2021 | EMD EMD Percentage(%) 1 % | Detail We request you to remove the EMD Clause as Govt of India has given relaxation to all bidder due to Pandemic issue and your earlier bid also there was no EMD clause to be paid. So we request you to reconsider and remove the EMD clause. | Bidder to comply with the GeM bid terms & conditions. |



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| 33 | Bid Number: GEM/2021/B/17 59261 Dated: 22- 12-2021 | 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 separtely) | L1 will be arrived on the basis of TCO including AMC charges. |
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Date: 02/03/2022
Place: Bengaluru


Deputy General Manager
