

Replies to Prebid Queries for Gem Bid ref no. GEM/2022/B/2528709 dated 15/09/2022 for Supply, Installation, Maintenance of Tablet Computers for total period of 3 Years (1-year warranty and 2 years of AMC).

Sl. No.	Gem bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
1.	Additional terms and conditions	<p>11. Delivery and acceptance:</p> <p>11.2. Delivery of all Tablet Computers should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) 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 sole responsibility of the successful bidder to submit any form required for release of shipment from the check post.</p>	<p>Please clarify on the delivery schedule of the-TAB as per BID Document it is mentioned as 77 days, where as it is mentioned 49 Days. Please clarify on the same. We request you to provide Minimum 10 weeks for the Delivery.</p>	<p>The Gem bid clause is modified as under:</p> <p>"11. Delivery and acceptance:</p> <p>11.2. Delivery of all Tablet Computers with preloaded software 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. The successful bidder has to arrange for 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."</p>
2.	Additional terms and conditions	<p>11. Delivery & Acceptance:</p> <p>11.3. 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</p>	<p>We request you to provide minimum of 4 weeks from the date of installation.</p>	<p>The Gem bid clause stands deleted.</p>

		delivery of all the materials for each ordered locations.		
3.	Additional terms and conditions	<p>13. Warranty:</p> <p>13.1. The entire equipments/ hardware (including OS) & software deployed for this Gem bid 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 Gem bid. technical specifications for a period of One (1) year from the date of acceptance.</p>	<p>As per Industry standard the TAB is always comes under carry in warranty, as it is plug and play device we request you to change the same to carry in warranty. We request you consider the warranty period from 1 year to 3 Year from the date of installation.</p>	Bidder to comply with Gem bid terms and conditions.
4.	Additional terms and conditions	<p>13. Warranty:</p> <p>13.4. Despite any other provision, the Bank, may return the Tablet Computer which is not up to the terms and conditions mentioned in the Gem bid 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 Tablet Computer" includes, but is not limited to: a) broken seals; b) missing items; and c) Tablet Computer that are not as per Gem bid terms.</p>	<p>We request you to provide the further clarity on the same..once it is Delivered and Installed with complete satisfaction of the user, the payment is released. After 60 days any defect it can be treated as warranty issue... we request you remove this clause.</p>	Bidder to comply with Gem bid terms and conditions.

5.	Additional terms and conditions	<p>16. Penalties & Liquidated damages:</p> <p>16.2. Penalties/Liquidated damages for not maintaining uptime:</p> <p>16.2.2. In case faulty Tablet Computers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100/- (Plus GST) per Tablet Computer per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 25% (Plus GST) of the invoice value of warranty/ AMC payment of that Tablet Computer for that quarter.</p>	<p>We request you to change from Within a Business day to 48 hrs from the date of call log for warranty issue. We request you to reduce the penalty amount from Rs.100 to 50/- for delay and also reduce the percentage from 25% to 5 % for invoice value of warranty/ AMC.</p>	Bidder to comply with Gem bid terms and conditions.
6.	Additional terms and conditions	<p>17. Payment terms:</p> <p>17.1 The payment of the total amount quoted for Warranty shall be made to the selected bidder on Quarterly basis. The total amount quoted for 1-year Warranty for Tablet Computers in the Annexure-11 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period.</p>	<p>We request you to remove this clause release the warranty payment after complete installation and satisfaction. We request you to consider the payment terms as 70% against delivery and 30% against Installation along with warranty clause. As we are submitting the PBG during the contract period of One year / AMC period.</p>	Bidder to comply with Gem bid terms and conditions.
7.	Additional terms and conditions	<p>18.Scope involved during contract period:</p> <p>18.1. If any software and Hardware updates provided by the OEM as free of</p>	<p>Please clarify on the scope of work, whether the bidder need to install the banking software and Finger print reader and need to integrate</p>	Only basic installation software (OS & RD Services) accepted. Bank related software installation, Bank will take care.

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		cost, it should be provided and installed & configured by the selected bidder. 18.2. Any corruption in the Software or media shall be rectified during the full period of the contract at no extra cost to the Bank. 18.3 The system spare parts/services, as and when required, and complete maintenance of the Tablet Computers during warranty period shall be supported for a period to be specified by the bank.	or only Basic installation accepted for the same.	
8.	Additional terms and conditions	19. Local Support: 19.3 Response Time and Meantime to Restore [MTTR] 19.3.1 Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day. 19.3.2 Time specified above is from lodging of complaint. 19.3.3 However, penalties will be applied as per clause 16.	We request you to change from 6 hrs for urban branches to 24 hrs and 36 hrs from Other locations.	Bidder to comply with Gem bid terms and conditions.
9.	Additional terms and conditions	20. Mean time Between Failures (MTBF) If during the warranty period, any Tablet Computer fails on three or more	We request you to provide a further clarity on the same.	Bidder to comply with Gem bid terms and conditions.

		occasions in a quarter, such Tablet Computers shall be replaced by equivalent / superior new Tablet Computers by the selected bidder at no additional cost to the Bank.		
10.	Additional terms and conditions	25. Secure Deployment & Security Compliance to Policies and Process 25.5. The bidder should be fully compliant with ISO27001 controls at the time of bidding	We request you to include all ISO certificates like ISO9001, ISO 20000:1, ISO 27001	Bidder to comply with Gem bid terms and conditions.
11.	NA	NA	We request you to change as, The bidder/ OEM Should have their Service / Support office in at least 15 out of 24 circle office location of the bank as mentioned in the Annexure 3 of the RFP.	Query is not valid.
12.	Additional terms and conditions	Annexure-2 Technical Requirements for Tablet Computers in Canara Bank 3. Display Size : Minimum 8 Inch	We request you to change as Display 8 Inch (Minimum) or higher	The Gem bid clause is modified as under: "Annexure-2 Technical Requirements for Tablet Computers in Canara Bank 3. Display Size : Minimum 10 Inch"
13.	Additional terms and conditions	Annexure-2 Technical Requirements for Tablet Computers in Canara Bank 11. Sim Dual : 4G +Any GSM	We request you to change the Description as , 4G +Single SIM 4G + GSM/HSPA/LTE and Wi-fi .Dual SIM, commonly used in Smart Phones for a consumer category, the Government category, the Government GEM Portal also carrying	The Gem bid clause is modified as under: "Annexure-2 Technical Requirements for Tablet Computers in Canara Bank 11. Single Sim : 4G/LTE and wi-fi enabled

		Single SIM in Tablet category there is no Dual SIM in Tablet , so we request you to consider single SIM with 4G and Wi-fi. As per the industry standard only Single SIM configuration is used in Tablets category across the OEMs.	
14.	Additional terms and conditions	Annexure-2 Technical Requirements for Tablet Computers in Canara Bank 20. 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.	The Gem bid clause is modified as under: Annexure-2 Technical Requirements for Tablet Computers in Canara Bank 20. Other-All other features like Face ID should be as per OEM.
15.	Additional terms and conditions	Annexure-2 Technical Requirements for Tablet Computers in Canara Bank 13. Battery: Minimum 3500 mAh	The Gem bid clause is modified as under: "Annexure-2 Technical Requirements for Tablet Computers in Canara Bank 13. Battery: Minimum 4000 mAh"
16.	NA	NA	Bidder to comply with Gem bid terms and conditions.

			2.Product Certificate :BIS, CE, FCC, CB/UL, ROHS, SAR 3.Memory Expandable up to 1 TB. As most of the Nationalised bank are using these terms and conditions to get the good quality brand per hassle free TAB Banking for their application. (Few of the GEM BIDS of bank are enclosed for your reference and consideration).	
17.	NA	NA	We request you to clarify the quoted product is TAB and Bio metric Device to be separate.	The proposed Tablet and Mantra Bio metric device will be together so bidder has to quote for both.
18.	Additional specification parameters: Certifications	Clause 2: BIS,CE/FCC,ROHS,SAR	Kindly consider the BIS Certification, as per Indian govt notification for Indian brand international certification are exempted.	BIS, EPR and RoHS and any other relevant Indian Certificates.

Date: 28/09/2022
 Place: Bengaluru


 Deputy General Manager

