

**REPLIES TO PREBID QUERIES FOR RFP 03/2024-25 DATED 10-03-2025 FOR PROVIDING AMC OF IT HARDWARE ITEMS FOR BRANCHES/OFFICES UNDER OUR TRIVANDRUM CIRCLE**

SL NUM	RFP Page NO:	RFP CLAUSE NO:	CLAUSE/TECHNICAL SPECIFICATION	BIDDER'S QUERY	BANK'S REPLY
1	3	2.1	Computer Hardware Items & Peripherals at Branches/ Offices under Trivandrum South, Trivandrum North, Kollam, Alappuzha, Ernakulam, Kottayam & Thrissur Regional Offices of Canara Bank Circle Office Trivandrum for the period	Kindly share the list of branches coming under support. Also share the branch wise asset list and detailed configuration of the systems. Any of the devices required OEM B2B support?	Branchwise Asset List along with make and model number is shared through email dated 10-03-2025. OEM B2B support is not required for any Hardware covered under AMC
2	3	2.2	The service provider should complete the asset verification of all the hardware items and confirm the working condition within <b>45 days</b> from the date of acceptance of the contract. The Bank will not be liable for any pending pre existing problems reported subsequently and the same should be rectified/ resolved without any additional cost.	Request to give 60 days time for completion of Asset verification.	Request for extension of asset verification time to 60 days is denied and 45 days from the acceptance of the contract will continue.
3	3	2.2	The bank will not be liable for any pending pre existing problems reported subsequently and the same should be rectified /resolved without any additional cost	Please consider one time cost to rectify the faulty/defective devices after physical asset verification.	Request for considering the One Time cost for rectifying the faulty/defective devices after physical verification is denied. Any faulty/defective devices should be reported before the completion of the physical asset verification and after the same all the defects will be covered under AMC
4	3	2.4	Vendor should log all service request/complaint calls from users at Branches/Offices and provide them a reference number of the same for subsequent tracking/follow-up if required.	Internal Need more clarity.	Call Logging procedure is mentioned as below: Branch will be sharing the call logging format with Hardware details either directly to the vendor email or to the resident engineer who inturn will raise the complaint with the helpdesk team. Helpdesk team has to provide a unique system generated ticket number as reference number to the branch, Regional Office & Circle Office. Once the Ticket Number is generated further followup of the case will be through this ticket number. Daily call logged tickets with call raised date & call resolved date should be made available to Circle Office & Regional Office through the vendor website/ticketing tool which shall be hosted at vendor side.



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5	3	2.4	Vendor should log all service request/complaint calls from users at Branches/Offices and provide them a reference number of the same for subsequent tracking/follow-up if required.	Assume it required a centralised call logging system at vendor premises, kindly confirm.	Call Logging procedure is mentioned as below: Branch will be sharing the call logging format with Hardware details either directly to the vendor email or to the resident engineer who inturn will raise the complaint with the helpdesk team. Helpdesk team has to provide a unique system generated ticket number as reference number to the branch, Regional Office & Circle Office. Once the Ticket Number is generated further followup of the case will be through this ticket number. Daily call logged tickets with call raised date & call resolved date should be made available to Circle Office & Regional Office through the vendor website/ticketing tool which shall be hosted at vendor side.
6	3	2.6	Vendor should provide call monitoring system to controlling offices of Canara Bank, i.e. Regional Office & Circle Office.	Whether the vendor has to deploy a Helpdesk Ticketing system in the mentioned offices. Whether bank shall arrange the required HW/SW infra for deploying the tool? What about the license / subscription of the tool?	Helpdesk Ticketing software shall be hosted at vendor premises and the access shall be shared to the Bank.
7	3	2.7	In addition to the repair and maintenance of hardware, the installation and updation of Software & Applications include, but not limited to the following Installation and configuration of software required for the bank.	Assume the bank is having valid license/subscriptions for the mentioned OS and Softwares? And bank shall arrange the required OS/Softwares.	Bank is having valid license for the mentioned OS & Softwares and shall provide the required softwares.
8	4	2.8	In respect of items under warranty, the AMC vendor has to lodge complaint with the respective hardware vendors and follow up for resolution. Branches will lodge complaint with AMC vendor only	Assume our scope limited to vendor coordination only, or any FMS support required for warranty systems? kindly confirm.	For Items covered under warranty, the scope of AMC vendor is to coordinate with the OEM.



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9	4	2.12	Onsite engineer to be posted in below Regional Office and Circle Office for taking care the software issues remotely. These engineers should be provided with Company Sim Card through which the branches shall be raising the issues. Office / Location No. of Engineers Regions / Offices Covered Circle Office 2 Circle Office, Trivandrum North, Trivandrum South & Kollam Ernakulam RO 1 Ernakulam & Thrissur. Kottayam RO 1 Kottayam & Alappuzha	What is the qualification/ experience / certification required for the resident engineers? Whether they need to travel to any other offices? What about the conveyance in case of any travelling? Whether bank shall arrange the required HW/SW infra and remote tool to handle the software calls?	Resident Engineer should be well qualified in handling Hardware & Softwares issues and should have minimum experience of 2 years in the field. Resident Engineers are not required to travel to any other branch. Bank will arrange for the Hardware & Software Infrastructure for the resident engineers.
10	5	4.8	If any of the parts not covered under AMC, list of those parts should be mentioned while submitting the bid as per annexure 3	1. There are lot of consumables which doesn't cover under AMC and the cost of different models vary. So, how do we show the individual cost for all the items. Moreover, we need the product details to arrive at the cost. 2. We normally charge on case to case basis only.	All the empanelled vendors to submit the list of consumables which are not covered under AMC and Bank will provide the Revised Annexure 3 with the combined list of items which are not covered under AMC. Revised Annexure 3 will be shared to the vendors seperately.
11	5	4.9	Under Banks discretion the vendor may need to provide support to items which are not included in AMC under Trade basis and the cost included for the same should be mentioned in Annexure - 4	Need more clarity.	If any Hardware Item is not covered under AMC, vendor should attend the call under chargeable basis on request from Bank end. Engineer visit charge and Service Charges should be mentioned in Annexure 4.



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12	5	4.10	<p>No penalty will be charged if the complaint is settled either by repair or by providing standby equipment within the stipulated time. If the complaint remains unsettled after this allowed downtime, Rs.200/- will be charged for each day for the hardware items; from the date of reporting of the call up to the rectification of the call or up to 30 days whichever comes earlier. If standby equipment is provided, then the original equipment in working condition has to be brought back within a maximum period of one month</p>	<p>Penalty upper cap is not mentioned. Request for a maximum penalty cap @ 5% of the AMC Value of the respective device.</p>	<p>Kindly refer Amendment-1 to this RFP</p>
13	6, 10	4.14 & 4.15	<p>4.14. Bank will provide updated list of hardware assets periodically on account of movement of hardware items from Warranty to AMC, procurement of new hardware items, disposal of old hardware items etc. In such cases, prorata based variations will be effected in the AMC charges payable.</p> <p>4.15. Bank reserves the right to remove any item or type of items at any point of time without assigning any reason from the scope of the AMC contract. No AMC charges will be paid for these equipments from the date of such removal.</p>	<p>Requesting bank to inform the vendor about the addition/deletion of assets on monthly advance basis.</p>	<p>Addition and Deletion of Assets will be informed to the vendor on Quaterly Basis.</p>



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14	6	4.16	There should be a centralized call management system and a Single Point of Contact for each RO for co-coordinating calls from Canara Bank branches/ offices.	Whether it required a centralised helpdesk and call logging system? Assume it required an non dedicated Single Point of Contact for each RO, kindly confirm.	Single Point of Contact will be the Resident Engineers available in respective ROs. Call Logging procedure is mentioned as below: Branch will be sharing the call logging format with Hardware details either directly to the vendor email or to the resident engineer who inturn will raise the complaint with the helpdesk team. Helpdesk team has to provide a unique system generated ticket number as reference number to the branch, Regional Office & Circle Office. Once the Ticket Number is generated further followup of the case will be through this ticket number. Daily call logged tickets with call raised date & call resolved date should be made available to Circle Office & Regional Office through the vendor website/ticketing tool which shall be hosted at vendor side.
15	12	ANNEXURE 2	Asset Type	Kindly share the make and model numbers	Asset List along with make and model number is shared through email dated 10-03-2025



