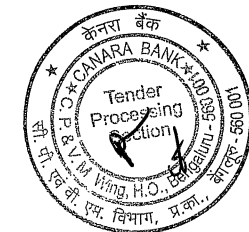


Pre-Bid Replies for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank

GeM Ref No: GEM/2024/B/5378055 dated 09/09/2024

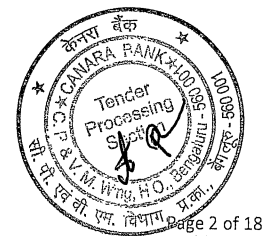
Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	Clause 1-Project Timelines	1.3 of S.No.1 Delivery of Tablet Computer with Tablet cover and standee - Within 6 Weeks from the date of acceptance of the Purchase Order or 7 weeks from the date of issue of Purchase Order whichever is earlier.	We request to consider the delivery timelines as 12 weeks from the date of Acceptance of the purchase order or 13 weeks from the date of issue of purchase order. The reason is -requested standee is customized one which need to be fabricated based on bank requirement...and these are not off the shelf product.. So we request you to consider the same and do the needful.	Bidder to refer Corrigendum for the same
2	Clause 1-Project Timelines	1.3 of S.No.2 -Installation of the Tablet Computer-2 Weeks from the date of Delivery of all the materials for each ordered locations	We request you to consider 4 weeks from the date of delivery of the product for each ordered location.(since fixing of standee, testing and installation/commissioning is required for each branch location).	Bidder to Comply with RFP terms and Conditions
3	Clause 4 -Payment terms	4.1 of S.No.1 -Delivery-50% of the cost as per Table A of Annexure-15	We request you to amend the payment terms as 80% against delivery of the cost as per Table A of Annexure-15	Bidder to Comply with RFP terms and Conditions
4	Clause 4 -Payment terms	4.1. of S.No.2- Installation-40% of the cost as per Table A of Annexure-15	We request you to amend the payment terms as 10% against Installation of the product cost as per Table A of Annexure-15	Bidder to Comply with RFP terms and Conditions
		4.1 of S.No.4 -AMC-The payment of the total amount quoted for AMC shall be made to the selected bidder on Quarterly in arrears submission of the preventive maintenance report to the bank official. The total amount quoted years wise AMC support for Tablet Computers in the Table-		
5	Clause 4 -Payment terms	B of Annexure-15 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period in each year. AMC payment will be made only to those Tablet Computer for which preventive maintenance is done and supportive document is provided.	We request you to remove the Preventive maintenance clause during the warranty period and also during the AMC Period.. It will indirectly increase the cost of the product.	Bidder to Comply with RFP terms and Conditions



Pre-Bid Replies for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank

GeM Ref No: GEM/2024/B/5378055 dated 09/09/2024

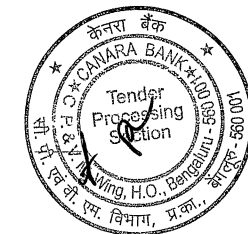
Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
6	Clause-5 Penalties and Liquidity Damages	5.2. In case of defect Tablet Computers If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, Bank shall impose a penalty of Rs. 1000/- per day or part thereof on the respective cost of Tablet Computers. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of Tablet Computer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.	We request you to change the penalty clause for repair/ replacement to be reduced from Rs. 1000 to Rs.50 / Day are part there of on the respective cost of the Tablet computers.However, the total Penalty/LD to be recovered under this clause shall be maximum of 10% cost of Tablet Computer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.	Bidder to refer Corrigendum for the same
7	Clause-6 Warranty	6.5 During Warranty Period Preventive maintenance like periodical servicing, trouble shooting, settings, adjustments, cleaning, oiling, greasing at periodical intervals (i.e. Quarterly)	We request you to remove this clause, as it is an electronic device not required to oiling, greasing at periodical intervals.	Bidder to refer Corrigendum for the same



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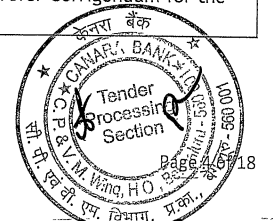
Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
8	Clause- 7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.10 Any breakdown of the machine/ shortfall in its performance will be intimated to the selected bidder by Bank and the selected bidder shall attend to the fault and rectify the same within 2 working days of reporting the fault. If the machine is not put back into satisfactory operation within 2 working days, a penalty at the rate of Rs. 1000/- per working day per machine subject to a maximum of 10 % of Quarterly AMC Cost per Machine will be imposed and the same will be deducted from the AMC cost.	We request you to amend the penalty as Rs.50/- instead of Rs.1000 per working day per machine subject to a maximum of 10% of Quaterly AMC Cost per machine.	Bidder to refer Corrigendum for the same
		The Bidder should have supplied & installed at least 3000 numbers of single order or in cumulative orders in any one of the single FY to the same entity of offered Model/s or Immediate Previous Model/s or equivalent model/s of offered model/s in line with Bank's requirement during the	OPTION-1: We request you to amend the experience as The Bidder should have supplied & installed at least 2000 numbers of single order or in cumulative orders or in Rate contract in any one of the single FY to the same entity of offered Model/s or Immediate Previous Model/s or equivalent model or offered make in line with Bank's requirement during the last 3 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks / state Government PSU/Central Govt PSU.	Bidder to refer Corrigendum for the same
9	Clause -7 / S.No.7 -Qualification Criteria	last 3 years from the date of RFP in any organization in Scheduled Commercial Banks in India/ Financial Regulatory bodies/ Foreign Banks.		Bidder to refer Corrigendum for the same
10	Clause -7 / S.No.7-Document Submitted in Compliance with Qualification Criteria	Purchase Order Copies. Along with Satisfactory completion certificate issued by scheduled Commercial Banks/ Financial institutions in India/NBFCs.	We Request you to amend as , Purchase Order Copies. Along with Satisfactory completion certificate issued by scheduled Commercial Banks/ Financial Regulatory bodies/ Foreign banks/ State Government PSU/ Central Government PSU.	Bidder to refer Corrigendum for the same



Pre-Bid Replies for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank

GeM Ref No: GEM/2024/B/5378055 dated 09/09/2024

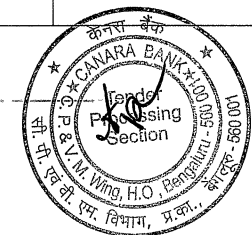
Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
11	Point No.9	The selected bidder has to supply all the Tablet Computers to the ordered locations as per the Technical Specifications mentioned in the Annexure-1.	We request to change, The selected bidder has to supply all the Tablet Computers to the ordered locations as per the Technical Specifications mentioned in the Annexure-10.	Bidder to refer Corrigendum for the same
12	Point No.14	During the warranty period, the selected bidder may require to do Preventive Maintenance (PM) as will be decided by the Bank minimum on quarterly basis for the Tablet Computer supplied and submit the reports while claiming warranty payment.	We request you to remove this clause, since the product is under warranty Preventive maintenance is not required , so kindly remove this clause and do the needful.	Bidder to refer Corrigendum for the same
13	Point No.15	The specifications of the Tablet standee are as below: <ul style="list-style-type: none"> • Floor standing of 4 ft height (Bolted to ground) • Tablet enclosure with a secure, fully enclosed metal tablet housing • Special security Locks & Keys (stronger than traditional lock and key systems) • The holder should tilt 180° & rotates 360°, ideal for portrait and landscape views, and should also offer full access to tablet's ports and buttons. • The standee base should have slip- and scratch resistant padding. 	We Request you to provide us the exact specification for the standee. Like the quality / grade (like it has to be in stainless steel/ mild steel/ Powder coated steel). Colour of the stand : Black/White 3D Diagram to be provided with Specifications. This will provide a uniform quality and design for all the bidder who ever participating in the bid.	Bidder to refer Corrigendum for the same
14	Point No.7 -Storage	64 GB or higher (expandable to 512 GB)	We request you to amend the storage as 128GB instead of 64 GB, because the industry standard in Tablet are coming as 4 GB/64 GB (or) 8GB /128 GB, benefits is additional storage space	Bidder to Comply with RFP terms and Conditions
15	Point No.11- SIM	Dual SIM	We request you to amend the SIM as SINGLE SIM Option instead of Dual SIM, the major OEM are coming with Single SIM slot in Tablet computers., this will help to participate all major brands and wider participation	Bidder to refer Corrigendum for the same
16	ISO Certificates		We request to consider the bidder should have ISO 9000 and 27001 Certificates.	Bidder to refer Corrigendum for the same



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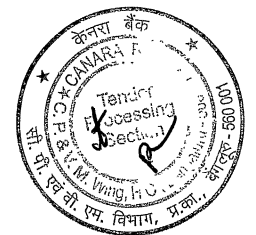
Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
17	Connectivity of Tablet computers		We request you to give us clarity on how the Tab will be connected to bank network either by GSM or LAN Port (If Lan port is required then converted from USB type c to LAN port required. Kindly provide the details of source of power and scope of work for the same.	Tab will connect through GSM
18	Bid Details	Item Category: Tablet Computers (Q2)	We request Bank to consider and amend as : Item Category: Tablet Computers (Q3) and request to consider the bid under Q3 quadrant so as to have more participants to bid.	Bidder to Comply with RFP terms and Conditions
19	Bid Details	EMD Detail: EMD Amount: 4500000	We request Bank to consider EMD exemption for all the valid MSME registered companies.	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. Bidder to refer the Policy guidelines issued by the Gov of India regarding Micro, Small & Medium Enterprises.
20	1 Project Timelines	1.3 Timelines*: Within 6 Weeks from the date of acceptance of the Purchase Order or 7 weeks from the date of issue of Purchase Order whichever is earlier.	Keeping in view of the supply of 9800nos of Tablet Computers, We request to make as : Timelines*: Within 15 Weeks from the date of acceptance of the Purchase Order or 17 weeks from the date of issue of Purchase Order whichever is earlier.	Bidder to refer Corrigendum for the same
21	1. Project Timelines	1.3 Timelines*: 2 Weeks from the date of Delivery of all the materials for each ordered locations	We request to make it as : Installation and Configuration of Cash Receipt Printers: 4 Weeks from the date of Delivery of all the materials for each ordered locations.	Bidder to Comply with RFP terms and Conditions
22	Pre-Qualification Criteria	9. The Bidder should have its own/ franchise Service/Support Office at any 15 Circle Office out of the 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the Tablet Computers.	We request Bank to permit and allow the bidder to submit a self declaration on opening of service support centers by its own / franchise Service / Support Office with in 30 days from the date of LOI , at any 15 Circle Office out of the 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the Tablet Computers.	Bidder to Comply with RFP terms and Conditions



Pre-Bid Replies for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank

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Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
23	Pre-Qualification Criteria	11. The Bidder should be able to provide qualified service engineers for attending the problems if any during the Warranty / AMC period. The availability of services of the Engineers for the proposed locations all over India.	We request Bank to permit and allow the bidder to submit a self declaration on appointment of qualified service engineers for attending the problems for a period of 3 years as per the RFP terms, with in 30 days from the date of LOI.	Bidder to Comply with RFP terms and Conditions
24	Technical Specifications	2. Display Size: 11 inch or higher	We request Bank to consider and make it as Display Size: 8 inch or higher keeping in view of the competitive tablets available in the market.	Bidder to refer Corrigendum for the same
25	Technical Specifications	Additional Specifications	We request to consider and add integrated UIDAI certified L1 Fingerprint scanner and integrated Printer to the Tablet Computer device, also in the scope of specifications, so as to have a effective Tab Banking applications run on the device with ease of operations.	Bidder to Comply with RFP terms and Conditions
26	1. Project Timelines	1. Delivery of Tablet Computer with Tablet cover and standee Within 6 Weeks from the date of acceptance of the Purchase Order or 7 weeks from the date of issue of Purchase Order whichever is earlier.	<p>Allow- 90-100 working days. We acknowledge the requirement to deliver the Tablet Computers along with their covers and standees within 6 weeks from the date of acceptance of the Purchase Order, or 7 weeks from the date of issue of the Purchase Order, whichever is earlier.</p> <p>However, considering that there are 26 circles involved, and we are currently unaware of the number of branches within each circle, we anticipate that the delivery process to these varied locations will require more time than initially outlined. Coordinating logistics for the distribution of materials to these numerous and potentially widespread branches is a complex task that necessitates additional planning and execution time.</p> <p>In light of the above, we kindly request an extension of the delivery timeline to ensure a smooth and efficient delivery process. This extension will allow us to provide a more organized distribution of the Tablet Computers to all designated branches.</p>	Bidder to refer Corrigendum for the same



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Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
27	1.Project Timelines	2. Installation of the Tablet Computer- 2 Weeks from the date of Delivery of all the materials for each ordered locations	<p>Allow 30-60 working days with details of final locations with address. We acknowledge the requirement to complete the installation of the Tablet Computers within 2 weeks from the date of delivery for each ordered location.</p> <p>However, given that there are 26 circles involved, and we are currently unaware of the exact number of branches within each circle, coordinating the physical installation across these diverse and potentially widespread locations will require more time than initially specified. The installation process is labor-intensive and necessitates careful planning to ensure that each branch receives proper setup and support.</p> <p>In light of these logistical challenges, we kindly request an extension of the installation timeline. This additional time will enable us to ensure that each Tablet Computer is installed correctly and efficiently, thus avoiding any potential disruption to your operations.</p>	Bidder to Comply with RFP terms and Conditions
		5.1.1.Non-compliance of the delivery timelines as per clauses (1.3) of Section-C will result in the Bank imposing penalty 0.50% on delay in delivery per Tablet Computer, per week or part thereof, on the respective cost of Tablet Computer as per Table-A of Annexure-15.	<p>Requied Clarity on Penalty % & changes required in penalty % from 0.50% to 0.1%. We acknowledge the penalty clauses outlined in Section-C (Clause 1.3) regarding the delivery and installation timelines. As per these clauses, a penalty of 0.50% per Tablet Computer, per week of delay is stated, with the total penalty/LD capped at 10% of the total order value.</p>	
28	5.1.Penalties/Liquidated damages for delay in Supply and Installation of Tablet Computers would be as under:	<p>5.1.2.Non-compliance of the installation as per clauses (1.3) of Section-C will result in the Bank imposing penalty 0.50% on delay in installation and Configuration per Tablet Computer, per week or part thereof, on the respective cost of Tablet Computer as per Table-A of Annexure-15.</p> <p>5.1.3.However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 10% of the total value of the order.</p>	<p>However, we seek clarification on the calculation of the penalty. If the delay in delivery and installation leads to a penalty of 0.50% each, this would sum to 1.0% per week. Could you please confirm if this understanding is correct, or provide further clarification on how the penalty would be applied to ensure we comply accurately with the terms of the agreement?</p> <p>Additionally, as mentioned in our previous communications, we request an extension of the delivery and installation timelines due to the logistical challenges involved. There are 26 circles, and within these circles, the number of branches remains unspecified, adding complexity to the distribution and installation process. Granting an extension will enable us to fulfill the tender requirements and criteria effectively without compromising on quality.</p>	Bidder to Comply with RFP terms and Conditions



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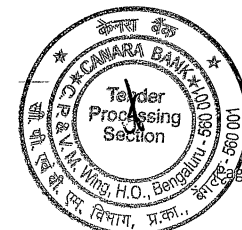
Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
29	5.1. Penalties/Liquidated damages for delay in Supply and Installation of Tablet Computers would be as under:	5.2. In case of defect Tablet Computers If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, Bank shall impose a penalty of Rs. 1000/- per day or part thereof on the respective cost of Tablet Computers. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of Tablet Computer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.	Request for allow 5 working days from the date of notice by the bank, and also required changes in penalty rate for per day charged for the repair and replacements or any defect	Bidder to refer Corrigendum for the same
30	Technical Specifications	15. Network- Wi-Fi, LTE, 4G/5G	<p>Clarification required on: Network. It is mentioned that the tablets should support "Wi-Fi, LTE, 4G/5G." We wish to confirm that the tablets we are providing come with "Wi-Fi, LTE, 4G" capabilities.</p> <p>Given that our tablets support Wi-Fi, LTE, and 4G networks, we believe they should sufficiently meet the requirements outlined in the tender. However, we want to ensure that this interpretation is in line with your expectations. Could you please confirm if the provided specifications—Wi-Fi, LTE, and 4G—will be considered compliant with the network requirements as stated?</p> <p>Your clarification will help us ensure full compliance with the tender specifications and proceed accordingly.</p>	Bidder to comply with RFP terms and conditions



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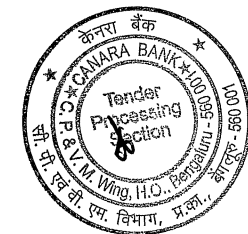
Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
31	Technical Specifications	18.Warranty- 2-year Comprehensive Onsite Warranty	<p>We acknowledge the requirement for a 2-year Comprehensive Onsite Warranty for the Tablet Computers as outlined in the tender document. To ensure we fully comply with the warranty terms, we kindly request clarification on the specific parts and components that should be included under this warranty. Specifically, we seek to confirm whether the comprehensive warranty should cover:</p> <p>The device, battery, and accessories (such as the tablet cover and standee) Only the device and battery, excluding accessories Any other specific components</p> <p>Understanding the exact coverage required under the comprehensive warranty will allow us to provide accurate and complete support throughout the warranty period.</p> <p>Additionally, we would like your guidance on how to present the warranty costs in our pricing proposal. Should we include the cost of the comprehensive onsite warranty in the final price of the tablets, or would you prefer that we provide this as a separate line item in our quotation?</p> <p>Your clarification on these points will help us prepare a detailed and compliant proposal that aligns with the department's expectations.</p>	Bidder to Comply with RFP terms and Conditions
32	Technical Specifications	19. AMC- 1 year AMC post 2 years warranty	Same as above clarity required for which parts or accessories or battery required AMC	Bidder to Comply with RFP terms and Conditions
33	Technical Specifications	25. Security LockSpecial security Locks & Keys (stronger than traditional lock and key systems)	We have noted the requirement for "Special security Locks & Keys (stronger than traditional lock and key systems)" under point 25. To ensure our solution fully complies with your expectations, we kindly request further clarification on this requirement. Are there specific standards, types, or brands of security locks that you prefer or require (e.g., Kensington locks, biometric locks, etc.)?	Bidder to refer Corrigendum for the same
34	Technical Specifications	26. Security Keys 2 numbers of unique secure keys	we have noted the requirement under point 26 for "2 numbers of unique secure keys." To ensure we meet this requirement accurately, we kindly request further clarification on the following aspects: Type of Secure Keys: Could you please provide more details on the type of secure keys required? Are these physical keys for the security locks, digital keys (e.g., encryption keys), or another type of secure key?	Bidder to refer Corrigendum for the same



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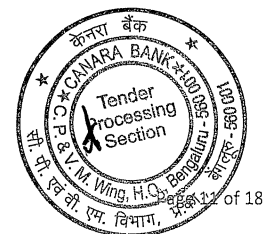
Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
35	5.1. Penalties/Liquidated damages for delay in Supply and Installation of Tablet Computers would be as under:	<p>5.1.1. Non-compliance of the delivery timelines as per clauses (1.3) of Section-C will result in the Bank imposing penalty 0.50% on delay in delivery per Tablet Computer, per week or part thereof, on the respective cost of Tablet Computer as per Table-A of Annexure-15.</p> <p>5.1.2. Non-compliance of the installation as per clauses (1.3) of Section-C will result in the Bank imposing penalty 0.50% on delay in installation and Configuration per Tablet Computer, per week or part thereof, on the respective cost of Tablet Computer as per Table-A of Annexure-15.</p> <p>5.1.3. However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 10% of the total value of the order.</p>	<p>Required Clarity on Penalty % & changes required in penalty % from 0.50% to 0.1%. We acknowledge the penalty clauses outlined in Section-C (Clause 1.3) regarding the delivery and installation timelines. As per these clauses, a penalty of 0.50% per Tablet Computer, per week of delay is stated, with the total penalty/LD capped at 10% of the total order value.</p> <p>However, we seek clarification on the calculation of the penalty. If the delay in delivery and installation leads to a penalty of 0.50% each, this would sum to 1.0% per week. Could you please confirm if this understanding is correct, or provide further clarification on how the penalty would be applied to ensure we comply accurately with the terms of the agreement?</p> <p>Additionally, as mentioned in our previous communications, we request an extension of the delivery and installation timelines due to the logistical challenges involved. There are 26 circles, and within these circles, the number of branches remains unspecified, adding complexity to the distribution and installation process. Granting an extension will enable us to fulfill the tender requirements and criteria effectively without compromising on quality.</p>	Bidder to Comply with RFP terms and Conditions
36	Technical Specifications	26. Security Keys 2 numbers of unique secure keys	<p>"we have noted the requirement under point 26 for "2 numbers of unique secure keys." To ensure we meet this requirement accurately, we kindly request further clarification on the following aspects: Type of Secure Keys: Could you please provide more details on the type of secure keys required? Are these physical keys for the security locks, digital keys (e.g., encryption keys), or another type of secure key?"</p>	Bidder to refer Corrigendum for the same



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Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
37	5.1.Penalties/Liquidated damages for delay in Supply and Installation of Tablet Computers would be as under:	5.2.In case of defect Tablet Computers If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, Bank shall impose a penalty of Rs. 1000/- per day or part thereof on the respective cost of Tablet Computers. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of Tablet Computer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.	Request for allow 5 working days from the date of notice by the bank, and also required changes in penalty rate for per day charged for the repair and replacements or any defect	Bidder to Comply with RFP terms and Conditions
			Clarification required on Network. It is mentioned that the tablets should support-"Wi-Fi, LTE, 4G/5G." We wish to confirm that the tablets we are providing come with "Wi-Fi, LTE, 4G" capabilities.	
38	Technical Specifications	15. Network- Wi-Fi, LTE,4G/5G	Given that our tablets support Wi-Fi, LTE, and 4G networks, we believe they should sufficiently meet the requirements outlined in the tender. However, we want to ensure that this interpretation is in line with your expectations. Could you please confirm if the provided specifications–Wi-Fi, LTE, and 4G–will be considered compliant with the network requirements as stated? Your clarification will help us ensure full compliance with the tender specifications and proceed accordingly.	Bidder to Comply with RFP terms and Conditions



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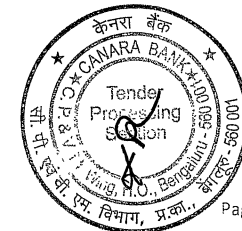
Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
39	Technical Specifications	18.Warranty- 2-year Comprehensive Onsite Warranty	<p>We acknowledge the requirement for a 2-year Comprehensive Onsite Warranty for the Tablet Computers as outlined in the tender document. To ensure we fully comply with the warranty terms, we kindly request clarification on the specific parts and components that should be included under this warranty. Specifically, we seek to confirm whether the comprehensive warranty should cover:</p> <p>The device, battery, and accessories (such as the tablet cover and standee) Only the device and battery, excluding accessories Any other specific components</p> <p>Understanding the exact coverage required under the comprehensive warranty will allow us to provide accurate and complete support throughout the warranty period.</p> <p>Additionally, we would like your guidance on how to present the warranty costs in our pricing proposal. Should we include the cost of the comprehensive onsite warranty in the final price of the tablets, or would you prefer that we provide this as a separate line item in our quotation?</p> <p>Your clarification on these points will help us prepare a detailed and compliant proposal that aligns with the department's expectations.</p>	Comprehensive onsite warranty will cover all parts of tablet including battery , charging adaptor etc.
40	Technical Specifications	19. AMC- 1 year AMC post 2 years warranty	Same as above clarity required for which parts or accessories or battery required AMC	Comprehensive AMC will cover all parts
41	Technical Specifications	25. Security LockSpecial security Locks & Keys (stronger than traditional lock and key systems)	We have noted the requirement for "Special security Locks & Keys (stronger than traditional lock and key systems)" under point 25. To ensure our solution fully complies with your expectations, we kindly request further clarification on this requirement. Are there specific standards, types, or brands of security locks that you prefer or require (e.g., Kensington locks, biometric locks, etc.)?	Bidder to Comply with RFP terms and Conditions



Pre-Bid Replies for Selection of Vendor for Supply, Installation and Maintenance of 9800 Number of Tablet Computer with Cover and Standee in Canara Bank

GeM Ref No: GEM/2024/B/5378055 dated 09/09/2024

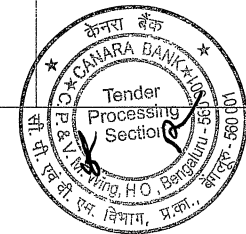
Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
45	3.1. Post Delivery Test:	Bank reserves the rights to test i.e., one Tablet Computer for each location after delivery at site. The selection of the Tablet Computer for testing shall be random selection at Bank's discretion. The cost of such testing and related expenses shall be borne by the Bidder. Any failure of the machines to meet the rules, terms and conditions of RFP as a result of post-delivery tests either fully or partially, will Empower Bank to reject all the Tablet Computer supplied / installed at the branches/offices against the purchase order of this RFP. (Post-delivery Inspection will be conducted by Bank Staff/ consultants).	As bank will be conducting the Post delivery test by Bank Staff/ consultants, hence the cost of such testing and related expenses shall be borne by the Bank.	Bidder to Comply with RFP terms and Conditions
46	Percentage of Payment	Delivery: 50% of cost as per Table-A of Annexure-15	With reference to previous gem bid no. GEM/2023/B/3303425 against the delivery payment was 90%. Request the bank consider the same.	Bidder to Comply with RFP terms and Conditions
		Installation: 40% of cost as per Table-A of Annexure-15	With reference to previous gem bid no. GEM/2023/B/3303425 against the installation payment was 10%. Request the bank consider the same. (Scope of Installation for MDM Software belongs to the MDM Vendor, therefore we request bank to kindly clarify)	Bidder to Comply with RFP terms and Conditions
		Warranty : 10% of cost as per Table-A of Annexure-15	Request the bank to remove this clause.	Bidder to Comply with RFP terms and Conditions



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Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
49	Pre-Qualification Criteria	<p>The Bidder should be able to provide qualified service engineers for attending the problems if any during the Warranty / AMC period. The availability of services of the Engineers for the proposed locations all over India.</p> <p>The Bidder has to submit certificate from Company's CA/CS undertaking that the qualified engineers are in the company's role.</p>	Request you to kindly change the clause bidder /OEM and request you to kindly Consider HR Confirmation letter.	Bidder to refer Corrigendum for the same
50	Pre-Qualification Criteria	<p>The Bidder should have its own/ franchise Service/Support Office at any 15 Circle Office out of the 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the Tablet Computers.</p> <p>The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Annexure-9(A).</p>	Request you to kindly change the clause bidder /OEM as the service will be provided from OEM.	Bidder to refer Corrigendum for the same
49	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	Any breakdown of the machine/ shortfall in its performance will be intimated to the selected bidder by Bank and the selected bidder shall attend to the fault and rectify the same within 2 working days of reporting the fault. If the machine is not put back into satisfactory operation within 2 working days, a penalty at the rate of Rs. 1000/- per working day per machine subject to a maximum of 10 % of Quarterly AMC Cost per Machine will be imposed and the same will be deducted from the AMC cost.	the cost od tablet computer approx 2 to 15k , in that case putting 1000 penalty is very high requesting bank to impose 100 penalty with 3 working days.	Bidder to refer Corrigendum for the same



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Sl. No.	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
50	Payment terms	The start date of the Warranty will be considered as the date of installation and configuration of the Tablet Computers and acceptance from the Bank for the respective locations in the Canara Bank.	Please clarify this point has the installation is done by application vendor.	Bidder to Comply with RFP terms and Conditions
51	18.3 Response Time and Meantime to Restore [MTTR]	Response Time shall be 6 hours for Urban/Metro Branches and 8 hours for other locations. MTTR shall be next Business day.	Response Time shall be 8 hours for Urban/Metro Branches and 10 hours for other locations. MTTR shall be next Business day.	Bidder to Comply with RFP terms and Conditions
52	8. Scope involved during Contract period	The selected Bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.	Request the bank to include Bidder / OEM as the service will provided from OEM during the warranty period.	Bidder to Comply with RFP terms and Conditions
53	Scope involved During Warranty and AMC	17.7. The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc	Request the bank to include Bidder / OEM as the service will provided from OEM during the warranty period.	Bidder to Comply with RFP terms and Conditions
54	18.3.1	During the warranty period, the selected bidder may require to do Preventive Maintenance (PM) as will be decided by the Bank minimum on quarterly basis for the Tablet Computer supplied and submit the reports while claiming warranty payment.	Request the bank to remove this clause of Preventive Maintenance PM under Warranty	Bidder to refer Corrigendum for the same
		Display Size: 11 inch or higher	11 Inch display belongs to single OEM. Therefor we request to kindly change 10.36" or Higher	
		Resolution: 1920x1080 FHD or higher	1200*2000 (2K)	
		Brightness: 350 nits or higher	480 nits	
		Processor Speed: 2GHz or higher	Upto 2.2 Ghz	

