Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.1. The Bidder has to provide complete support and support will be required for end to end installation, implementation and maintenance of the proposed solution during contract period and Bidder will be responsible for resolving the issues on 24*7*365.	What is the scope support required here.	Kindly refer the Amendment-1 to this RFP.
2	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.1. The Bidder has to provide complete support and support will be required for end to end installation, implementation and maintenance of the proposed solution during contract period and Bidder will be responsible for resolving the issues on 24*7*365.	What are the current systems and tools used to push patch updates. We need more clarification on the centralized automated patch management system being used by Canara Bank.	Kindly refer the Amendment-1 to this RFP.
3	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.3. The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E mail web based, in person, if required. All escalations will be attended / responded-promptly within same business day.	Can we provide Same business day support over phone, email, online. For in person response can we provide support within 2 business days depending on location. Please provide your concurrence.	Kindly refer the Amendment-1 to this RFP.
4	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.4. The Bidder is responsible for providing Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires CSPs/OEMs technical person's/ product developer etc. intervention, Bidder has to take up suitability with the appropriate level at CSP/OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank.	Are any incident management tools being currently used and can we utilize the same.	Kindly refer the Amendment-1 to this RFP.
5	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4. 5. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.	Can you please share the IS policy in advance.	The details will be shared with the successful Bidder.

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6	32	Appendix -A	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria	17) Write up on the Work Experience / Expertise on Supply of Microsoft WINDOWS-7 ESU Licenses for Desktop Operating System.	Please provide a format for writeup of work experience. In lieu of Windows-7 Desktop OS ESU, can Canara Bank consider experience in providing ESU for Windows Server OS for a India PSU bank.	It is a writeup about the work exeperience, there is no format for the same. Yes Bidder can also share the experience in providing ESU for Windows Server OS for a Indian PSU bank.
7	32	Appendix -A	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria	17) Write up on the Work Experience / Expertise on Supply of Microsoft WINDOWS-7 ESU Licenses for Desktop Operating System.	Since there are NDA provisions with our other customers, will bank accept a verbal or in person discussio/clarification regarding the write up/experience. This will avoid documentation and will allow us to honour NDA with other customers. Kindly provide relaxation on the same.	Bidder has to comply with the RFP terms.
8	32	Appendix -A	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria	15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.	Since work from home measures are implemented many many organizations including Dell, will Canara Bank allow digital signing and email submission of the bid.	Bidder has to comply with the RFP terms.
9	32	Appendix -A	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria	8) Power of Attorney I Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents with supporting documents.	Since work from home measures are implemented throughout the organization kindly request digital signing and email submission of the bid to made available.	Bidder has to comply with the RFP terms.
10	32	Appendix -A	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria	18) Bidder should have central help Desk available on 24x7x365 basis for support and complaint booking. Details of the Help Desk phone no. & email ID has to be provided.	Do we have an option to setup the RE/helpdesk system inside the bank premises where phones/resources of the banks can be used	Bidder has to comply with the RFP terms.

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11	16	D. BID PROCESS	5. Preparation of Bids	5.1. The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature (not initials) in all pages of the Bids, except for un-amended printed literature.	Since work from home measures are implemented throughout the organization kindly request digital signing and email submission of the bid to made available.	Bidder has to comply with the RFP terms.
12	21	G. GENERAL CONDITIONS	13. Confidentiality and Non-Disclosure	13. 1. The bidder shall take all necessary precautions to ensure that all confidentialinformation is treated as confidential and not disclosed or used other than for thepurpose of project execution. Bidder shall suitably defend, indemnify Bank forany loss/ damage suffered by Bank on account of and to the extent of anydisclosure of the confidential information. The bidder shall furnish an undertakingas given in Annexure-6.13.2. No media release/public announcement or any other reference to the RFP or anyprogram there under shall be made without the written consent of the Bank, byphotographic, electronic or other means.	Since we are already executing an NDA indemnity on NDA is not a standard practice. Please remove/modify the highlighted section	Bidder has to comply with the RFP terms.
13	21	G. GENERAL CONDITIONS	14. Indemnity	14. 1. The bidder shall keep and hold the Bank indemnified and harmless from time totime and at all times against all actions, proceedings, claims, suits, liabilities(including statutory liability), penalties, demands, charges, costs (including legalcosts) and expenses, damages, losses and any other expenses which may be causedto or suffered by or made or taken against the Bank arising out of:14. 1. 1. The breach, default or non-performance of undertakings, warranties,covenants or obligations by the bidder;14.1.2. Any contravention or Non-compliance with any applicable laws,regulations, rules, statutory or legal requirements by the bidder;	Non-standard indemnity clause. A) Indemnity us one sided. b) For non-performance remedy of breach is available. Indemnity is additional. c) Dell shall indemnify only in case of gross negligence and willful misconduct	Bidder has to comply with the RFP terms.

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14	21	G. GENERAL CONDITIONS	14. Indemnity	14. 2. The bidder shall indemnify, protect and save the Bank against all claims, losses,costs, damages, expenses, action suits and other proceedings, resulting frominfringement of any law pertaining to patent, trademarks, copyrights etc. or suchother statutory infringements in respect of Solution supplied by them.14.2.1. All indemnities shall survive notwithstanding expiry or termination ofthe contract and bidder shall continue to be liable under theindemnities.14.2.2. The limits specified in above clause shall not apply to claims made bythe Bank/third parties in case of infringement of intellectual propertyrights or for claims relating to the loss or damage to real property andtangible personal property and for bodily injury or death and in thesecases the liability will be unlimited.14.2.3. All Employees engaged by the Bidder shall be in sole employment of thebidder and the bidder shall be solely responsible for their salaries,wages, statutory payments etc. That under no circumstances shall theBank be liable for any payment or claim or compensation (including butnot limited to compensation on account of injury/ death/ termination)of any nature to the employees and personnel of the bidder.14.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost ofthe project.	Recommend including the following as well - Bidder has no liability for special, consequential, exemplary, punitive, incidental or indirect damages, or for lost profits, loss of revenue, loss or corruption of data, loss of use or procurement of substitute products or services.	Bidder has to comply with the RFP terms.

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15	21	G. GENERAL CONDITIONS	22. Social Media Policy	22.1. No person of the bank or the contractors and third parties shall violate the socialmedia policy of the bank.22. 2. The following acts on the part of personnel of the bank or the contractors andthird parties shall be construed as violation of social media policy:22.2.1. Non-adherence to the standards/guidelines in relation to social mediapolicy issued by the Bank from time to time.22.2.2. Any omission or commission which exposes the Bank to actual orpotential monetary loss or otherwise, reputation loss on account of nonadherenceof social media related systems and procedures."	The policy to be shared and communicated in advance.	The details will be shared with the successful Bidder.

Place: Bengaluru
Date: 09/07/2020

Deputy General Manager

D.I.T. Wing, Procurement Group CANARA BANK HO, Bengaluru-560 001