

Pre-Bid Queries Replies to RFP 08/2020-21 dated 26/06/2020 for Supply, Installation and Maintenance of Laptop Computers under Rate Contract.

| Sl. No. | Page No. | Section   | RFP Clause                             | Clause/Technical Specification   | Bidder's Query   | Bank's Reply   |
|---------|----------|---|--|--|--|--|
| 1       | 9        | Section - B.<br>INTRODUCTION                      | <u>3. About RFP:</u>                   | 3.1. Bank intends to select Vendor/s for Supply, Installation and Maintenance of Laptop Computers for its Branches/Offices spread across the Country under Rate Contract basis.  | We understand that the Rate Contract will be for a period of 1 year. Kindly confirm  | Rate Contract will be Valid for One Year from the date of issue of LOI.  |
| 2       | 10       | Section - B.<br>INTRODUCTION                      | <u>4. Objective:</u>                   | 4.3. The selected bidder will undertake to ensure availability of offered Laptop Computers during the Rate Contract period, as well as maintenance of sufficient inventory of genuine spare parts for a minimum period of Six (6) years.   | We request the bank to change the same to 5 year support as the technological changes are rapid & the product will be End of Support by 5 years.   | <u>The RFP Clause is amended as under:</u><br>" 4.3. The selected bidder will undertake to ensure availability of offered Laptop Computers during the Rate Contract period, as well as maintenance of sufficient inventory of genuine spare parts for a minimum period of <b>Five (5) years.</b> " |
| 3       | 11       | Section - B.<br>INTRODUCTION                      | <u>7. Requirement Details:</u>         | 7.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also, note that there is no minimum purchase commitment by the Bank to the Bidder. Bank shall procure the Laptop Computers as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.   | We request you to share the tentative list and quantity of delivery locations  | Requirement is indicative and may vary as per actual needs.<br><br>Location Details will be shared with the selected bidder.   |
| 4       | 12       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u> | 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. | <u>Request Bank to modify the clause as below:</u><br>Looking at current situation of COVID -19 we would request bank to consider as below:<br>Delivery of all laptops should be within twelve (12) weeks from the date of acceptance of Purchase Order or 14 Weeks from the date of issue or 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. | Bidder has to comply with the RFP terms.   |
| 5       | 12       | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u> | 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. | Need More Delivery time as QTY is 6000 and due to current Pandemic this is force Majuere. Need Extension in the Delivery to 10-11 Weeks  | Bidder has to comply with the RFP terms.   |



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| 6 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u> | 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. | Need More Delivery time as QTY is 6000 and due to current Pandemic this is force Majuere. Need Extension in the Delivery to 10-11 Weeks   | Bidder has to comply with the RFP terms. |
| 7 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u> | 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. | Since it is a rate contract & purchase will be multi location pan India, request Bank to provide atleast 8 weeks for urban areas & 10 weeks for other locations due to pandemic situation | Bidder has to comply with the RFP terms. |
| 8 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u> | 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. | We request the bank to change it to 8/9 weeks for delivery as the bank requires PDI.  | Bidder has to comply with the RFP terms. |
| 9 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u> | 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. | We request the Delivery timeline to be made as 8 weeks from the date of acceptance of Purchase order or 10 weeks from date of issue of Purchase Order whichever is earlier.               | Bidder has to comply with the RFP terms. |



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| 10 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 2. Pre-Dispatch Inspection (PDI) | 2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. However, if the PDI is not conducted within seven days from the date of readiness for PDI given by the Vendor for the reason attributable to the Bank and/or Bank's PDI Vendor, Bank will extend the date of Delivery to the extent of delay in conducting PDI. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure. | Request Bank to provide extra one week  | Bidder has to comply with the RFP terms. |
| 11 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 2. Pre-Dispatch Inspection (PDI) | 2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. However, if the PDI is not conducted within seven days from the date of readiness for PDI given by the Vendor for the reason attributable to the Bank and/or Bank's PDI Vendor, Bank will extend the date of Delivery to the extent of delay in conducting PDI. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure. | In view of the current Covid-19 situation, we request the Bank to do the PDI only Once during the Rate Contract Period. We request the Bank to exclude the period of PDI from the total Delivery Timeline | Bidder has to comply with the RFP terms. |
| 12 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 1. Delivery & Installation:      | 1.8. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.   | We understand that Date of Delivery shall be treated as date of last material delivered of a particular location. Please confirm.   | Bidder has to comply with the RFP terms. |



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| 13 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u>  | 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 understand all the Software required will be part of the Image, and there will be no software that will need not to be transferred from Old Laptop to the new One. | Bidder has to comply with the RFP terms.  |
| 14 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u>  | 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 understand Acceptance will be done at the time of Installation only.   | Bidder has to comply with the RFP terms.  |
| 15 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u>  | 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.   | Request bank to provide 3 week time for installation.   | Bidder has to comply with the RFP terms.  |
| 16 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u>  | 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.   | Kindly suggest if the installation should be done only during the working hours of the Bank or if it also needs to be done outside of working hours.                  | Bidder has to call the respective Office/ Branch before visiting for installation purposes. |
| 17 | 12 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>1. Delivery &amp; Installation:</u>  | 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. | We request the Bank to also provide a Single Point of Contact to reach out to in case of any issues.  | The details will be shared with the selected bidder.  |
| 18 | 13 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>3. Penalties/Liquidated Damages:</u> | 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 Computers, per week or part thereof, on the invoice value of the Laptop Computers wise.<br>3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per Laptop Computers, per week or part thereof, on the invoice value of the Laptop Computers wise.                     | We understand that the Penalty in clause 3.1.1 and 3.1.2 will be on undelivered and uninstalled items only. Kindly confirm  | Clause No: 3.1 is self explanatory, Bidder has to comply with the RFP terms.                |

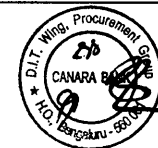


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| 19 | 13 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>3. Penalties/Liquidated Damages:</u> | 3.6. LD is not applicable for the reasons attributable to the Bank and Force Majeure.  | We understand that all Penalties will also be covered under this clause. Please confirm  | Bidder has to comply with the RFP terms. |
| 20 | 13 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>3. Penalties/Liquidated Damages:</u> | 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.  | This NBD Service T&C Will be only applicable to T2 and T1 Cities or all the Branches of Canara bank even in Remote areas. Requesting to relax to 72 Hrs for T3 Cities  | Bidder has to comply with the RFP terms. |
| 21 | 15 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>5. Local Support:</u>                | 5.3. Response Time and Meantime to Restore [MTTR]<br><br>5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day.  | This NBD Service T&C Will be only applicable to T2 and T1 Cities or all the Branches of Canara bank even in Remote areas. Requesting to relax to 72 Hrs for T3 Cities  | Bidder has to comply with the RFP terms. |
| 22 | 15 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>5. Local Support:</u>                | 5.3. Response Time and Meantime to Restore [MTTR]<br><br>5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day.  | Please make MTTR next Business day for Urban locations and Two business day for non urban locations.   | Bidder has to comply with the RFP terms. |
| 23 | 13 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>3. Penalties/Liquidated Damages:</u> | 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 Computers, per week or part thereof, on the invoice value of the Laptop Computers wise.<br>3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per Laptop Computers, per week or part thereof, on the invoice value of the Laptop Computers wise. | In case of no improvement of the current pandemic situation over the course of the rate contract period, there may be slight delays in providing onsite installation or onsite support. This is especially for remote locations.   | Bidder has to comply with the RFP terms. |
| 24 | 14 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>4. Payment Terms:</u>                | Sl. No. Payment Stages Percentage of Payment Condition/Remarks<br>1. Delivery - 70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.                   | Delivery<br>70 90 % on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed. | Bidder has to comply with the RFP terms. |

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| 25 | 14 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>4. Payment Terms:</u> | <p>Sl. No. Payment Stages Percentage of Payment Condition/Remarks</p> <p>2. Installation &amp; Maintenance 30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment.</p> <p>The invoice and installation report should contain the product serial number of the items supplied. If Laptop is not installed within 60 days from the date of Delivery of the Laptop, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the Laptop Computers within a week from the date of informing site readiness without any extra cost.</p> | <p>Installation &amp; Maintenance</p> <p>30 10 % of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the AU-in-One Desktop Computers, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Bank.</p> | Bidder has to comply with the RFP terms. |
| 26 | 14 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>4. Payment Terms:</u> | <p>4.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p>   | <p>In view of the current Covid-19 situation, we request the Bank to accept Digital copies of Bills and Scan Copies of other documents like POD, Installation report etc. Please confirm acceptance</p>  | Bidder has to comply with the RFP terms. |
| 27 | 14 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>4. Payment Terms:</u> | <p>Sl. No. Payment Stages Percentage of Payment Condition/Remarks</p> <p>1. Delivery - 70% on delivery of all Hardware &amp; Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p>  | <p>We request the bank to change payment term to 80:20. For site not ready cases we request the bank to make the payment within 30 days of SNR report</p>  | Bidder has to comply with the RFP terms. |
| 28 | 14 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>4. Payment Terms:</u> | <p>Sl. No. Payment Stages Percentage of Payment Condition/Remarks</p> <p>1. Delivery - 70% on delivery of all Hardware &amp; Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p>  | <p>Request Bank to release partial payment against delivery of lots. Also request to release 30% in case of SNR within 20 days.</p>  | Bidder has to comply with the RFP terms. |



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| 29 | 14 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 4. Payment Terms: | Sl. No. Payment Stages Percentage of Payment Condition/Remarks<br>1. Delivery - 70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of Invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed. | <u>Request Bank to modify the clause as below:</u><br>As a bidder we have to make upfront payment to the respective OEM before the delivery of the laptops hence requesting bank to modify as below:<br>80% On delivery of all Hardware & Software items on Product of relevant documents. Please note that Originals of Invoices (plus One copy) reflecting Taxes & Duties. Proof of delivery duly signed by bank officials of the respective Branch/office and Manufacture's/Supplier's warranty Certificate Should be submitted while claiming payment in respect of orders placed.<br><br>As a bidder we have to make upfront payment to the respective OEM before the delivery of the laptops hence requesting bank to modify as below:<br>On Installation 20% payment will be released | Bidder has to comply with the RFP terms. |
| 30 | 14 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 4. Payment Terms: | Sl. No. Payment Stages Percentage of Payment Condition/Remarks<br>1. Delivery - 70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed. | 1. We request the Payment terms to be changed as under :<br>90% On Delivery<br>10% on Installation<br>2. We request the clause to be changed as under :<br>We request that if All-in-One Desktop Computers in not installed within <del>60 days</del> 30 days due to reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successfule Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers withina a week from the date of informing site readiness without any extra cost to the Bank  | Bidder has to comply with the RFP terms. |
| 31 | 14 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 4. Payment Terms: | 4.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.                    | Due to lockdown at many places getting original document is difficult & take considerale time so request you to take scan copy.  | Bidder has to comply with the RFP terms. |
| 32 | 15 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | 7. Warranty:      | 7.3. If any defect in the Hardware/Software is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.  | Requesting to Waive Off this clause. Calls logged before the end of Warranty Period shall only have to be resolved   | Bidder has to comply with the RFP terms. |



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| 33 | 15 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>7. Warranty:</u>      | 7.4. Despite any other provision, the Bank, may return a Hardware/ Software which is not upto the Requirement mentioned in the RFP to the Bidder within Sixty (60) days of delivery of the Hardware/ Software and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Hardware/ Software that are not as per RFP terms. | 1) We request the clause to be amended as under :<br>Despite any other provision, the Bank, may return a Hardware/ Software which is not upto the Requirement mentioned in the RFP to the Bidder within <del>Sixty (60)</del> Thirty (30) days of delivery of the Hardware/ Software and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" <del>includes, but is not limited to:</del> means a) broken seals; b) missing items; and c) Hardware/ Software that are not as per RFP terms.<br>2. We also request the Bank to clear define the meaning of broken seals and missing items in the above statement | Bidder has to comply with the RFP terms. |
| 34 | 15 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>7. Warranty:</u>      | 7.1. The entire equipment's / hardware (including OS) & software deployed for this project 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 tender technical specifications for a period of 3 years from the Date of Installation/commissioning.  | In case of site not ready or delay in installation due to the reasons pertaining to the bank , warranty shall start from the date of delivery. Please confirm.   | Bidder has to comply with the RFP terms. |
| 35 | 15 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>5. Local Support:</u> | 5.3. Response Time and Meantime to Restore [MTTR]<br><br>5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day.<br>5.3.2. Time specified above is from lodging of complaint.<br>5.3.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP).   | This T&C is Relevant to OEM Service center Response after Logging the call or Will this be taken care by Partner   | Bidder has to comply with the RFP terms. |
| 36 | 15 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>5. Local Support:</u> | 5.3. Response Time and Meantime to Restore [MTTR]<br><br>5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day.<br>5.3.2. Time specified above is from lodging of complaint.<br>5.3.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP).   | We request the MTTR to be 3/4/5 Days for Class A/B/C Cities  | Bidder has to comply with the RFP terms. |
| 37 | 15 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>5. Local Support:</u> | 5.3. Response Time and Meantime to Restore [MTTR]<br><br>5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day.<br>5.3.2. Time specified above is from lodging of complaint.<br>5.3.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP).   | This T&C is Relevant to OEM Service center Response after Logging the call or Will this be taken care by Partner   | Bidder has to comply with the RFP terms. |





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| 38 | 15 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>7. Warranty:</u>   | 7.3. If any defect in the Hardware/Software is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.   | Requesting to Waive Off this clause. Calls logged before the end of Warranty Period shall only have to be resolved   | Bidder has to comply with the RFP terms.  |
| 39 | 15 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>7. Warranty:</u>   | 7.1. The entire equipment's / hardware (including OS) & software deployed for this project 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 tender technical specifications for a period of 3 years from the Date of Installation/commissioning. | We request the bank to consider 37 months from the date of delivery or 36 from the date of installation, whichever is earlier. Also request the bank to consider SNR report as installation/commissioning report for warranty.   | Bidder has to comply with the RFP terms.  |
| 40 | 16 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>8. Scope Involved During Warranty and AMC (if contracted):</u> | 8.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].   | 3 years on site warranty will be provided by OEM. Additional 2 years shall be in Partner Scope including SPares and Service [Partner will have to take care at there own cost, which includes Chargeable service for any Service related Queries including Replacement of spare Parts] | Bidder has to comply with the RFP terms.  |
| 41 | 16 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>8. Scope Involved During Warranty and AMC (if contracted):</u> | 8.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].   | 3 years on site warranty will be provided by OEM. Additional 2 years shall be in Partner Scope including SPares and Service [Partner will have to take care at there own cost, which includes Chargeable service for any Service related Queries including Replacement of spare Parts] | Bidder has to comply with the RFP terms.  |
| 42 | 16 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>9. Annual Maintenance Contract (AMC) (if contracted):</u>      | 9.1. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC) with the Bidder after completion of respective warranty periods.  | Please confirm if AMC PO come along with the notebook PO or AMC PO comes post the warranty on the notebook is over   | The contract period is intially for a period of 3 years and 2 years AMC/ATS (If Contracted) renewed yearly after warranty period. |
| 43 | 17 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>10. Mean Time Between Failures (MTBF):</u>                     | If during the warranty period and AMC period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.  | In the Amc Period all the Replacement of H/w and S/w will be taken care by Partner under AMC.  | Bidder has to comply with the RFP terms.  |
| 44 | 17 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>11. Subcontracting:</u>  | The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.  | We would like to inform you that Installation and warranty support is carried out through our authorized service partners. We hope that Bank would have no objection on this. Please confirm.  | Bidder has to comply with the RFP terms.  |



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| 45 | 17 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>12. Access to Audit:</u>   | <p>12.1. Periodically audit may be conducted either by Bank's internal auditors or by Bank's external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Bank shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Bank shall provide access to the Bank's Auditors in this regard to the facilities/ installations/technical resources related to the project.</p> <p>12.2. Whenever any Government or Regulatory Authority, including RBI or Securities &amp; Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority.</p> | It is HP's understanding that this audit clause will not be applicable to the current scope which involves only supply of products. Bank is requested to confirm this understanding. | Bidder has to comply with the RFP terms.  |
| 46 | 17 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>11. Subcontracting:</u>  | The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.   | We request that the work/service/any other performance required by the Bank may be conducted by the Bidder/OEM empaneled partners or their engineers                                 | Bidder has to comply with the RFP terms.  |
| 47 | 18 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>14. Secure Deployment &amp; Security Compliance to Policies and Process:</u> | 14.1. All the hardware or required components should be shipped directly from OEM to Bank premises.  | Request Bank to clarify this term. In case SI received the orders in that case materials will shipped from SI to Bank respective branches / locations                                | <u>The RFP Clause is amended as under:</u><br>"14.1. All the hardware or required components should be shipped directly from OEM/Bidder's warehouse directly to Bank premises." |
| 48 | 18 | C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs) | <u>14. Secure Deployment &amp; Security Compliance to Policies and Process:</u> | 14.1. All the hardware or required components should be shipped directly from OEM to Bank premises.  | As per the tender OEM partners/authorized vendors can quote for this bid. Hence, we request you to remove this clause/ amend it as OEM/authorized vendor/partner                     | <u>The RFP Clause is amended as under:</u><br>"14.1. All the hardware or required components should be shipped directly from OEM/Bidder's warehouse directly to Bank premises." |



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| 49 | 21 | E. SELECTION OF BIDDER              | <u>4. Bidders Presentation /Site Visits / Product Demonstration/POC:</u> | 4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required Hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.  | Requesting to give 15-20 days prior notice for organizing the POC   | Bidder has to comply with the RFP terms. |
| 50 | 25 | F. OWNERSHIP & AWARDING OF CONTRACT | <u>12. Distribution of Purchase order:</u>                               | 12.3. The Bank reserves the right to split the quantities amongst L1 and L2 vendors for each item in proportions of 70:30 provided L2 vendors in each item is willing to match all the prices/rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.   | We request Bank to incorporate split order clause in 50:30:20 ratio between L1, L2 & L3 bidders if L2 & L3 is ready to match the L1 price | Bidder has to comply with the RFP terms. |
| 51 | 25 | F. OWNERSHIP & AWARDING OF CONTRACT | <u>12. Distribution of Purchase order:</u>                               | 12.3. The Bank reserves the right to split the quantities amongst L1 and L2 vendors for each item in proportions of 70:30 provided L2 vendors in each item is willing to match all the prices/rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.   | How will the quantity be split between L1, L2, L3 ... vendors if any bidder submits the bid with MSME/Make in India                       | Bidder has to comply with the RFP terms. |
| 52 | 32 | <u>Annexure-2</u>                   | Eligibility Criteria Declaration<br><br>Criteria no. e                   | <u>Eligibility Criteria:</u><br>The Bidder should have supplied and installed at least 5000 numbers (across states of India) of Laptop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.<br>Out of the above orders Bidder must have supplied the Laptop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.<br><u>Documents to be submitted:</u><br>Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted. | Request to change it to 2000 number of Laptops across India   | Bidder has to comply with the RFP terms. |



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| 53 | 32 | <u>Annexure-2</u> | <p><b>Eligibility Criteria Declaration</b></p> <p>Criteria no. e</p> | <p><b><u>Eligibility Criteria:</u></b><br/>The Bidder should have supplied and installed at least 5000 numbers (across states of India) of Laptop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.<br/>Out of the above orders Bidder must have supplied the Laptop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.<br/><b><u>Documents to be submitted:</u></b><br/>Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p> | <p><b><u>Request Bank to Amend as below:</u></b><br/>The Bidder should have supplied and installed at least 5000 numbers (across states of India) of Laptop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/<u>Corporates.</u><br/>Out of the above orders Bidder must have supplied the Laptop Computers for more than 5 States across India in a single order/<u>Rate Contract</u> during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.<br/><br/>Would also bank to consider the CA certification for consolidation of the PO's as part of document submission.</p> | <p><b><u>The Eligibility Criteria is amended as under:</u></b><br/>"e. The Bidder should have supplied and installed atleast 5000 numbers (across states of India) of Laptop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/<u>publicly Listed Companies.</u><br/>Out of the above orders Bidder must have supplied the Laptop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units/<u>publicly Listed Companies.</u><br/><b><u>Document to be submitted:</u></b><br/>Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p> |
| 54 | 32 | <u>Annexure-2</u> | <p><b>Eligibility Criteria Declaration</b></p> <p>Criteria no. f</p> | <p><b><u>Eligibility Criteria:</u></b><br/>The Bidder should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.<br/><b><u>Documents to be submitted:</u></b><br/>The Bidder to submit the details viz., Address, phone no., email id and contact person Name &amp; Mobile no. etc as per Annexure-4.<br/>In Case Bidder is having Service /Support Office for only 15 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 09 Locations from their partner's/franchises' Service Center as per RFP terms. Bidder also has to provide the contact details as per Annexure-4.</p>  | <p><b><u>Request Bank to Amend as below:</u></b><br/>The Bidder/<u>OEM</u> should have their own Service /Support Office in at least 15 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.<br/>Circle Office locations as provided in Appendix K.</p>  | <p>Bidder has to comply with the RFP terms.</p>   |



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| 55 | 32 | <u>Annexure-2</u> | <p><b>Eligibility Criteria Declaration</b></p> <p>Criteria no. g</p> | <p><b><u>Eligibility Criteria:</u></b><br/>The Bidder should have their own of franchises' Service /Support Office in at least 150 out of 176 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP.</p> <p><b><u>Documents to be submitted:</u></b><br/>The Bidder to submit the details viz., Address, phone no., email id and contact person Name &amp; Mobile no. etc as per Annexure-4.<br/>In Case Bidder is having Service /Support Office for only 150 Regional Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 26 Locations from their nearest Service Center as per RFP terms.</p>  | <p><b><u>Request Bank to Amend as below:</u></b><br/>The Bidder should have their own of franchises' Service /Support Office in at least 150 out of 174 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP.<br/>Regional Office locations as provided in Appendix K.</p> | Bidder has to comply with the RFP terms.  |
| 56 | 32 | <u>Annexure-2</u> | <p><b>Eligibility Criteria Declaration</b></p> <p>Criteria no. b</p> | <p><b><u>Eligibility Criteria:</u></b><br/>Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Laptop Computers and Microsoft Operating Systems.<br/>OR<br/>Authorized Indian supplier/Distributor/ Partner/System Integrator (SI) of proposed Computer Hardware items with past 3 years of presence in India.</p> <p><b><u>Documents to be submitted:</u></b><br/>Bidder has to submit and Undertaking Letter stating that Bidder is Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) of the proposed Software/ Solution.<br/>If the bidder is an Authorized Indian Supplier/Distributor/Partner/System Integrator, an Authorization letter from the OEMs of respective hardware items to deal/market their product in India and it should be valid for a minimum period of Six years from the date of submission of Bid.</p> | <p>We request you to change it to 5 years instead of 6 years.</p>   | <p><b><u>The Eligibility Criteria is amended as under:</u></b><br/>"b. Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Laptop Computers and Microsoft Operating Systems.<br/>OR<br/>Authorized Indian supplier/Distributor/ Partner/System Integrator (SI) of proposed Computer Hardware items with past 3 years of presence in India.<br/><b><u>Document to be submitted:</u></b><br/>Bidder has to submit and Undertaking Letter stating that Bidder is Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) of the proposed Software/ Solution.<br/>If the bidder is an Authorized Indian Supplier/Distributor/Partner/System Integrator, an Authorization letter from the OEMs of respective hardware items to deal/market their product in India and it should be valid for a minimum period of <b><u>Five years</u></b> from the date of submission of Bid.</p> |



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| 57 | 32 | <u>Annexure-2</u> | <p><b>Eligibility Criteria Declaration</b></p> <p>Criteria no. e</p>     | <p><b>Eligibility Criteria:</b><br/>The Bidder should have supplied and installed at least 5000 numbers (across states of India) of Laptop Computers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.<br/>Out of the above orders Bidder must have supplied the Laptop Computers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.</p> <p><b>Documents to be submitted:</b><br/>Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.</p> | <p>We request the bank to change it to 5000 Laptops across the country in 10 states/10 districts. For single order we request you to change it to 1 state/ 14 districts. We have executed in a single order more than 15Lakhs units. This changes will increase competition and benefit the bank in better prices for the product.</p>   | <p>Bidder has to comply with the RFP terms.</p>   |
| 58 | 33 | <u>Annexure-2</u> | <p><b>Eligibility Criteria Declaration</b></p> <p>Criteria no. i</p>     | <p><b>Eligibility Criteria:</b><br/>Minimum 2,000 Numbers of Laptop Computers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2017 to 31/03/2020.</p> <p><b>Documents to be submitted:</b><br/>Purchase Order Copies Or reference Letters duly mentioning the Make and quantity of the Laptop Computers from the Customers to this effect are to be submitted.</p>   | <p>We supplied through GEM and Tenders. Need to check the PO Copies.</p>   | <p>Bidder has to comply with the RFP terms.</p>   |
| 59 | 34 | <u>Annexure-7</u> | <p><b>Technical Requirements for Laptop Computers in Canara Bank</b></p> | <p><b>c. Processor:</b><br/><br/>Intel Core i5-10210U (4 Core, 1.60 GHz with turbo frequency up to 4.20 GHz , 6 MB Cache) or equivalent or higher</p>  | <p>Kindly incorporate AMD Ryzen 5 4500U processor (6 Core, 2.3 Ghz with turbo frequency upto 4.0 Ghz, 11 MB cache) or equivalent or Higher, as AMD Ryzen 5 4500U processor is Higher processor then Intel Core i5 CPU.</p> <p>AMD Ryzen 5 processors are based on <u>leading 7nm process technology</u> and is technically competitive against competition. Inclusion of AMD Processor will enable healthy competition and help the Bank to get technically competitive product at an optimum price point</p> <p>Also, it will allow all the Major OEM's an option to quote AMD Ryzen 5 product and hence this will increase competition and the department will benefit on the pricing. There will be a huge cost saving to the Bank.</p> | <p><b>The Technical Specifications is amended as under:</b></p> <p>"c. Processor:</p> <p>Intel Core i5-10210U or AMD Ryzen 5 4500U processor or equivalent or higher.</p> <p>Bidder should quote Processor with Minimum specification of "4 Core, 1.60 GHz with turbo frequency up to 4.00 GHz , 6 MB Cache".</p> |



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| 60 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | c. Processor:<br><br>Intel Core i5-10210U (4 Core, 1.60 GHz with turbo frequency up to 4.20 GHz , 6 MB Cache) or equivalent or higher                 | Kindly Change Intel core i5 or AMD Ryzen 5 4500U Cache or Equivalent or higher. This will increase competiton.          | <u>The Technical Specifications is amended as under:</u><br><br>"c. Processor:<br><br>Intel Core i5-10210U or AMD Ryzen 5 4500U processor or equivalent or higher.<br><br>Bidder should quote Processor with Minimum specification of "4 Core, 1.60 GHz with turbo frequency up to 4.00 GHz , 6 MB Cache"." |
| 61 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | c. Processor:<br><br>Intel 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 i5-10210U (4 Core, 1.60 GHz with turbo frequency up to 4.20 GHz , 6 MB Cache) or AMD R5 equivalent or higher | <u>The Technical Specifications is amended as under:</u><br><br>"c. Processor:<br><br>Intel Core i5-10210U or AMD Ryzen 5 4500U processor or equivalent or higher.<br><br>Bidder should quote Processor with Minimum specification of "4 Core, 1.60 GHz with turbo frequency up to 4.00 GHz , 6 MB Cache"." |
| 62 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | c. Processor:<br><br>Intel Core i5-10210U (4 Core, 1.60 GHz with turbo frequency up to 4.20 GHz , 6 MB Cache) or equivalent or higher                 | Kindly Change Intel core i5 or AMD Ryzen 5 4500U Cache or Equivalent or higher. This will increase competiton.          | <u>The Technical Specifications is amended as under:</u><br><br>"c. Processor:<br><br>Intel Core i5-10210U or AMD Ryzen 5 4500U processor or equivalent or higher.<br><br>Bidder should quote Processor with Minimum specification of "4 Core, 1.60 GHz with turbo frequency up to 4.00 GHz , 6 MB Cache"." |
| 63 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | d. Security:<br><br>i. TPM 2.0 Security Chip (discrete/integrated). Firmware, Software & Virtual TPM are not acceptable.<br>ii. Finger Printer Reader | Kindly accept FirmWare TPM as the security level is similar to Integrated TPM   | Bidder has to comply with the RFP terms.  |

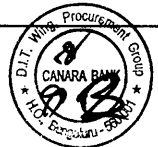


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| 64 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | d. Security:<br>i. TPM 2.0 Security Chip (discrete/integrated). Firmware, Software & Virtual TPM are not acceptable.<br>ii. Finger Printer Reader | Kindly accept FirmWare TPM as the security level is similar to Integrated TPM   | Bidder has to comply with the RFP terms.   |
| 65 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | g. Memory:<br>1x8 GB DDR4 RAM-2666 MHz or higher expandable upto 16 GB or more with minimum 2 DIMM slots.   | Please change this to 8 GB DDR4 RAM 2666 Mhz or higher expadable upto 16 GB   | Bidder has to comply with the RFP terms.   |
| 66 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | g. Memory:<br>1x8 GB DDR4 RAM-2666 MHz or higher expandable upto 16 GB or more with minimum 2 DIMM slots.   | 1 x 8GB DDR4 2666 or higher expandable upto 32 GB or more with minimum 2 Physical DIMM Slots<br><br>Both expandable slots for higher memory expandability.                      | Bidder has to comply with the RFP terms.   |
| 67 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | g. Memory:<br>1x8 GB DDR4 RAM-2666 MHz or higher expandable upto 16 GB or more with minimum 2 DIMM slots.   | Request Bank to consider expandability upto 64GB, and 2 physcial DIMM slots. For future expandability   | Bidder has to comply with the RFP terms.   |
| 68 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | g. Memory:<br>1x8 GB DDR4 RAM-2666 MHz or higher expandable upto 16 GB or more with minimum 2 DIMM slots.   | Please change this to 8 GB DDR4 RAM 2666 Mhz or higher expadable upto 16 GB   | Bidder has to comply with the RFP terms.   |
| 69 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | k. Graphics:<br>Intel UHD Graphics  | Kindly amend this clause as below:<br>"Intel® UHD Graphics or AMD Radeon Graphics or higher"<br>Since, AMD has Radeon integrated graphics, so request you to include the above. | <u>The Technical Specification is amended as under:</u><br>"k. Graphics:<br>Intel UHD Graphics or AMD Radeon Graphics or Equivalent or Higher Graphics." |
| 70 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | k. Graphics:<br>Intel UHD Graphics  | Intel or AMD Integrated Graphics  | <u>The Technical Specification is amended as under:</u><br>"k. Graphics:<br>Intel UHD Graphics or AMD Radeon Graphics or Equivalent or Higher Graphics." |

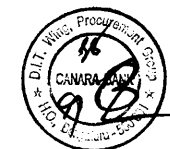




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| 71 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | k. Graphics:<br><br>Intel UHD Graphics   | Intel or AMD Integrated Graphics   | <u>The Technical Specification is amended as under:</u><br>"k. Graphics:<br>Intel UHD Graphics or AMD Radeon Graphics or Equivalent or Higher Graphics." |
| 72 | 34 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | j. Audio and Web Cam:<br><br>Built in HD Stereo Sound Speakers, Built in Micro Phone, Headphone/Microphone Combo Jack, HD web Cam (on front)   | Request Bank to consider Dual Microphone as Video and Audio conferencing is more important now   | Bidder has to comply with the RFP terms.   |
| 73 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | p. Operating System and Anti-Virus:<br><br>Genuine Windows 10 professional (64 bit). License with Media and recovery media should be provided. Enabled with Industry standard Antivirus having Malware and Ransomware protection with 5 year subscription. | Should be compatible with Microsoft Windows 10 Professional  | Bidder has to comply with the RFP terms.   |
| 74 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | p. Operating System and Anti-Virus:<br><br>Genuine Windows 10 professional (64 bit). License with Media and recovery media should be provided. Enabled with Industry standard Antivirus having Malware and Ransomware protection with 5 year subscription. | Loading the laptop with Windows 10 Professional OS is agreed upon.<br>However, we recommend that the requirement for Recovery Media with each laptop be removed. This will only add to cost and e-waste (in most systems they will never be used). Moreover, the OS installation and re-installation will be managed by the bidder. The bidder will provide media for same during this process as per RFP SOW. Hence, the bank will not be needing the Recovery Media.<br><br><u>Request Bank to modify the clause as below:</u><br>Genuine Windows 10 professional (64 bit). License with media and recovery media should be provided. Enabled with Industry standard Antivirus having Malware and Ransomware protection with 5 year subscription | Bidder has to comply with the RFP terms.   |
| 75 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | p. Operating System and Anti-Virus:<br><br>Genuine Windows 10 professional (64 bit). License with Media and recovery media should be provided. Enabled with Industry standard Antivirus having Malware and Ransomware protection with 5 year subscription. | Antivirus having Malware and Ransomware Protection, need to be taken care by Partner   | Bidder has to comply with the RFP terms.   |
| 76 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | v. Additional Requirement:<br><br>i. Bank Name & Logo should be Embossed / Printed / Pasted with tamper proof stickers on Laptop (Bank will provide logo in *.jpg/*.jpeg)<br>ii. Two button optical scroll USB Mouse of OEM Make.                          | Bank Logo Printing should be taken care by Partner   | Bidder has to comply with the RFP terms.   |



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| 77 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | n. Keyboard<br><br>Spill resistant Key Board with Touch Pad (right click and left click button on lower side of Touch Pad). Right Click Button, Left Click Button and Touchpad can be separated or integrated with each other | Kindly add Backlit Keyboard, this will help user in low light environment  | Bidder has to comply with the RFP terms.  |
| 78 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | n. Keyboard<br><br>Spill resistant Key Board with Touch Pad (right click and left click button on lower side of Touch Pad). Right Click Button, Left Click Button and Touchpad can be separated or integrated with each other | Request Bank to consider Spill Resistant Backlit Keyboard  | Bidder has to comply with the RFP terms.  |
| 79 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | n. Keyboard<br><br>Spill resistant Key Board with Touch Pad (right click and left click button on lower side of Touch Pad). Right Click Button, Left Click Button and Touchpad can be separated or integrated with each other | Kindly add Backlit Keyboard, this will help user in low light environment  | Bidder has to comply with the RFP terms.  |
| 80 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | o. Ports and Card Reader:<br><br>3 USB ports or more (1x USB 2.0 or higher and 2x USB 3.1 or higher), 100/1000 Ethernet card, HDMI/mini display port 2.0 or above, Card Reader  | <u>Please remove, card reader.</u><br>As modern mainstream laptops with all the OEMs come with Type-C port which is the latest standard connector of USB, we ask for including it and having atleast 1 USB Type-C port.<br><br>Since card reader is an obsolete technology and not available with all the OEMs, we ask you to remove this component. | <u>The Technical Specification is amended as under:</u><br><br>o. Ports:<br><br>i. 2xUSB 3.0 or higher, 1xUSB 2.0 or higher or one Type C Port.<br>ii. 100/1000 Ethernet card.<br>iii. HDMI/mini display port 2.0 or above. |
| 81 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | o. Ports and Card Reader:<br><br>3 USB ports or more (1x USB 2.0 or higher and 2x USB 3.1 or higher), 100/1000 Ethernet card, HDMI/mini display port 2.0 or above, Card Reader  | 3 USB Ports (2x USB 3.1 Ports, 1 Type C USB Port), 10/100/1000 ethernet card, HDMI/ mini DP or above or Card reader.<br><br>USB C is a standard Port in Notebook models and it is used for connecting peripherals  | <u>The Technical Specification is amended as under:</u><br><br>o. Ports:<br><br>i. 2xUSB 3.0 or higher, 1xUSB 2.0 or higher or one Type C Port.<br>ii. 100/1000 Ethernet card.<br>iii. HDMI/mini display port 2.0 or above. |



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| 82 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>o. Ports and Card Reader:</p> <p>3 USB ports or more (1x USB 2.0 or higher and 2x USB 3.1 or higher), 100/1000 Ethernet card, HDMI/mini display port 2.0 or above, Card Reader</p>                             | In the new generation laptop models there is no Card reader slot, since it is not widely used. Instead we request you to add Type C port as this is commonly available in most of the devices and can be used with most of the devices. We request you to remove card reader and include Type C port                                       | <p><u>The Technical Specification is amended as under:</u></p> <p>o. Ports:</p> <p>i. 2xUSB 3.0 or higher, 1xUSB 2.0 or higher or one Type C Port.</p> <p>ii. 100/1000 Ethernet card.</p> <p>iii. HDMI/mini display port 2.0 or above.</p>   |
| 83 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>o. Ports and Card Reader:</p> <p>3 USB ports or more (1x USB 2.0 or higher and 2x USB 3.1 or higher), 100/1000 Ethernet card, HDMI/mini display port 2.0 or above, Card Reader</p>                             | Request Bank to consider min. 4 USB 3.0 with 1 Type C USB 3.1 port   | <p><u>The Technical Specification is amended as under:</u></p> <p>o. Ports:</p> <p>i. 2xUSB 3.0 or higher, 1xUSB 2.0 or higher or one Type C Port.</p> <p>ii. 100/1000 Ethernet card.</p> <p>iii. HDMI/mini display port 2.0 or above.</p>   |
| 84 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>o. Ports and Card Reader:</p> <p>3 USB ports or more (1x USB 2.0 or higher and 2x USB 3.1 or higher), 100/1000 Ethernet card, HDMI/mini display port 2.0 or above, Card Reader</p>                             | In the new generation laptop models there is no Card reader slot, since it is not widely used. Instead we request you to add Type C port as this is commonly available in most of the devices and can be used with most of the devices. We request you to remove card reader and include Type C port                                       | <p><u>The Technical Specification is amended as under:</u></p> <p>o. Ports:</p> <p>i. 2xUSB 3.0 or higher, 1xUSB 2.0 or higher or one Type C Port.</p> <p>ii. 100/1000 Ethernet card.</p> <p>iii. HDMI/mini display port 2.0 or above.</p>   |
| 85 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>r. Power Supply:</p> <p>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.</p> | 230V, 50Hz AC Supply with rechargeable battery pack comprising of minimum 45 Wh Li-ion/ Li-polymer battery suitable for min 6 hrs backup, 3 pin adaptor suitable for Indian Power Sockets. As All the OEMs modern mainstream laptops have a minimum of 45 Wh of battery which is optimised for better battery backup and long battery life | <p><u>The Technical Specification is amended as under:</u></p> <p>r. Power Supply:</p> <p>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.</p> |

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| 86 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>r. Power Supply:</p> <p>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.</p> | <p>Battery backup varies from user to user for the same product configuration depending on use case, software, usage, operating conditions, power management settings and other factors.</p> <p>We recommend that the Battery specification be 3-cell 42Whr and above which is the most common commercial battery rating in use.</p> <p><u>Request Bank to modify the clause as below:</u><br/>230V, 50Hz AC Supply with rechargeable battery pack comprising of 3-cell 42Whr or above Li-Ion/Li-Polymer battery. 3 Pin adaptor suitable for Indian Power Sockets.</p> | <p><u>The Technical Specification is amended as under:</u></p> <p>r. Power Supply:</p> <p>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.</p> |
| 87 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>r. Power Supply:</p> <p>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.</p> | <p>Please change this Between 110-240V and 40-60Hz</p>   | <p><u>The Technical Specification is amended as under:</u></p> <p>r. Power Supply:</p> <p>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.</p> |
| 88 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>r. Power Supply:</p> <p>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.</p> | <p>Request Bank to consider 48Wh battery within min. 6 hrs backup as capacity of the battery would ensure that the backup is standard for all the OEM if rest of the specifications are the same.</p>  | <p><u>The Technical Specification is amended as under:</u></p> <p>r. Power Supply:</p> <p>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.</p> |
| 89 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>r. Power Supply:</p> <p>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.</p> | <p>Please change this Between 110-240V and 40-60Hz</p>   | <p><u>The Technical Specification is amended as under:</u></p> <p>r. Power Supply:</p> <p>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.</p> |



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| 90 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>x. Certifications</p> <p>i. OS Certifications - Win Logo 10 OS</p> <p>ii. ROHS,</p> <p>iii. EPR certificate of the OEM</p>  | <p>i. OS Certification - Win logo 10 OS.</p> <p>RoHs,</p> <p>EPR Certificate of the OEM or equivalent,</p> <p>MIL STD 810G</p> <p>the OEMs modern mainstream laptops have MIL STD 810G certification. MIL STD 810G certification ensures that the bank gets a durable product.</p> | <p>li.</p> <p>iii.</p> <p>iv.</p> <p>As, All</p> | Bidder has to comply with the RFP terms. |
| 91 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>x. Certifications</p> <p>i. OS Certifications - Win Logo 10 OS</p> <p>ii. ROHS,</p> <p>iii. EPR certificate of the OEM</p>  | <p>Mil 810</p> <p>The Laptop will be more rugged and durable</p>   |  | Bidder has to comply with the RFP terms. |
| 92 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>x. Certifications</p> <p>i. OS Certifications - Win Logo 10 OS</p> <p>ii. ROHS,</p> <p>iii. EPR certificate of the OEM</p>  | We request you to include MILSTD 810G for Durability   |  | Bidder has to comply with the RFP terms. |
| 93 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>t. Laptop Casing:</p> <p>Strong metal hinges for longer durability and stability for good quality support structure</p>   | We request you to include MILSTD 810G for Durability   |  | Bidder has to comply with the RFP terms. |
| 94 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>w. Warranty and AMC:</p> <p>Three (3) Years Comprehensive Onsite Warranty for Laptop Computers including Battery. Two (2) Year AMC for Laptop Computers after completion of Warranty period of 3 years.</p> | We request you to change the Battery Warranty s to 1 year as this is consumable part & this is as per industry standard  |  | Bidder has to comply with the RFP terms. |
| 95 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>w. Warranty and AMC:</p> <p>Three (3) Years Comprehensive Onsite Warranty for Laptop Computers including Battery. Two (2) Year AMC for Laptop Computers after completion of Warranty period of 3 years.</p> | We request you to change the Battery Warranty s to 1 year as this is consumable part & this is as per industry standard  |  | Bidder has to comply with the RFP terms. |
| 96 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>M. Wireless Connectivity:</p> <p>Integrated wireless 802.11 ac dual band, Integrated Bluetooth 5.0 or better</p>  | Request Bank to consider WIFI 6+ BT 5.0 as this enable throughput speed  |  | Bidder has to comply with the RFP terms. |
| 97 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>S. Weight:</p> <p>Not more than 2.0 Kilograms including Battery</p>   | <p>Not more than 1.6 kilograms including battery</p> <p>the OEMs modern mainstream laptops are slim and has a weight of up to 1.6 kg or less.</p>  | All  | Bidder has to comply with the RFP terms. |
| 98 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | <p>S. Weight:</p> <p>Not more than 2.0 Kilograms including Battery</p>   | <p>Not more than 1.6 Kg including battery</p> <p>Lighter Notebooks for better Mobility</p>   |  | Bidder has to comply with the RFP terms. |



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| 99  | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | S. Weight:<br>Not more than 2.0 Kilograms including Battery  | Request Bank to consider 1.7kgs and also thickness should also be mentioned so that the user gets a thin and light machine suggest the the thickness should be less than 20mm  | Bidder has to comply with the RFP terms. |
| 100 | 35 | <u>Annexure-7</u> | Technical Requirements for Laptop Computers in Canara Bank | u. Carry Case<br>Good quality OEM Laptops Back Pack  | OK, Kindly confirm if Logo is required on Backpack   | Bidder has to comply with the RFP terms. |
| 101 | 36 | <u>Annexure-8</u> | Scope of Work  | 13. Bidder has to arrange for taking backup of existing Desktops/Laptops for data migration from the existing machine to new machine in case of replacement of Desktops/Laptops Computers. The following activity also to be completed by the Bidder while installation of the Laptops in the Branches / Offices :-<br>a. Installation of MS Office (Wherever required).<br>b. Installation of Antivirus.<br>c. Installation of Unicode Hindi fonts and other utilities. | We request the Bank to indicate approx % of Desktops where MS Office will need to be installed   | Bidder has to comply with the RFP terms. |
| 102 | 36 | <u>Annexure-8</u> | Scope of Work  | 16. The Bank will provide list of the Softwares to be installed at the time of awarding Purchase order. This Softwares to be installed by the Bidder to ensure functioning of the System.  | We request that the Bank share the Standard Operating Procedures (SOP) of installation for hardware/software/applications<br><br>We request the Bank to provide all the necessary installer files for the installation of applications | Bidder has to comply with the RFP terms. |
| 103 | 36 | <u>Annexure-8</u> | Scope of Work  | 13. Bidder has to arrange for taking backup of existing Desktops/Laptops for data migration from the existing machine to new machine in case of replacement of Desktops/Laptops Computers. The following activity also to be completed by the Bidder while installation of the Laptops in the Branches / Offices :-<br>a. Installation of MS Office (Wherever required).<br>b. Installation of Antivirus.<br>c. Installation of Unicode Hindi fonts and other utilities. | Antivirus installation will be done onsite   | Bidder has to comply with the RFP terms. |
| 104 | 36 | <u>Annexure-8</u> | Scope of Work  | 13. Bidder has to arrange for taking backup of existing Desktops/Laptops for data migration from the existing machine to new machine in case of replacement of Desktops/Laptops Computers. The following activity also to be completed by the Bidder while installation of the Laptops in the Branches / Offices :-<br>a. Installation of MS Office (Wherever required).<br>b. Installation of Antivirus.<br>c. Installation of Unicode Hindi fonts and other utilities. | Please share the average size of the data to be transferred.<br>The data transfer will be via LAN  | Bidder has to comply with the RFP terms. |



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| 105 | NA | NA | NA | NEW CLAUSE | Clause non Solicitation to be added as under;<br>Neither party shall, directly or through a third party contractor, solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other party who is directly involved with Agreement, for 5 years after such resource has ceased to be engaged for performance of services under this Agreement. Notwithstanding the foregoing, this restriction either party may hire (a) personnel who independently respond to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other Party and (b) personnel who have separated or have been separated from the services of a party provided that the hiring Party did not solicit such separation.  | Bidder has to comply with the RFP terms. |
| 106 | NA | NA | NA | NEW CLAUSE | Termination right to be added for Bidder/Vendor as under;<br>Bidder/Vendor may terminate this Agreement and / or any SOW upon written notice to the Bank if Bank commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the first party.   | Bidder has to comply with the RFP terms. |
| 107 | NA | NA | NA | NEW CLAUSE | Following clause to be added in payment terms:<br>In the event of delay in installation or commissioning of equipment supplied by the Service Provider, or delay in submission of documents required under the RFP / Agreement / PO, or delay in issuance of the acceptance certificates by the Client, due to reasons beyond the reasonable control of the Service Provider, including but not limited to site not being ready, or force majeure situations, government orders and notifications, government ordered lockdown, epidemics and pandemics etc., the Client shall make immediate payment and not withhold payment of fees for the Products supplied and / or services already rendered, on this account. In such cases the Service Provider shall raise the invoice to the extent of the value of goods delivered and/or quantum of work performed and the Client shall make payment thereof. Further, it shall be the obligation of the Service Provider to perform all the unperformed / partially performed work and submit all the necessary documents in terms of the RFP / Agreement / PO as soon as practicably possible upon normalization of the situation. | Bidder has to comply with the RFP terms. |



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| 108 | NA | NA                                  | NA  | NEW CLAUSE   | In case there is increase or decrease of more than 3% in dollar price, the approved price to be revised to the extent of 1% less than the actual percentage.   | Bidder has to comply with the RFP terms. |
| 109 | 27 | G. GENERAL CONDITIONS               | 6. Inspection of Records                        | Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.   | It is HP's understanding that the external auditor appointed by the bank will not be a business rival or competitor of HP and that the audit will commence only with a prior notice of 10 days to HP. It is HP's further understanding that HP's internal processes and policies, end customer data, subcontractor's commercials etc. will not be a part of the audit and that the findings of the audit will not be used for any renegotiation of the price or the overall scope. Bank is requested to kindly confirm this understanding. | Bidder has to comply with the RFP terms. |
| 110 | 27 | G. GENERAL CONDITIONS               | 7. Negligence                                   | In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder. | Request the clause may be invoked only if there is gross Negligence. Seeking for a maximum cap, if that scenario exist.  | Bidder has to comply with the RFP terms. |
| 111 | 25 | F. Ownership & Awarding of Contract | 11. Order Cancellation/Termination of Contractt | 11.4. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.  | Seeking for a maximum cap if that scenario exist   | Bidder has to comply with the RFP terms. |
| 112 | 25 | F. Ownership & Awarding of Contract | 11. Order Cancellation/Termination of Contractt | 11.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.   | Seeking for a maximum cap if that scenario exist   | Bidder has to comply with the RFP terms. |





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| 113 | 25 | F. Ownership & Awarding of Contract | 11. Order Cancellation/Termination of Contractt | 11.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract. | Intimation to the bidder by providing details of the dues by bidder with reasonable time period of 7 days to respond to the dues sought for as an adjustment by the Bank.  | Bidder has to comply with the RFP terms. |
| 114 | 25 | F. Ownership & Awarding of Contract | 11. Order Cancellation/Termination of Contractt | Whole Clause  | HP requests Bank to cancel the order or terminate the contract only upon a material breach of the order or contract by HP, which remains uncured despite a prior notice of 30 days from the Bank, and not otherwise. Further, in case of any such cancellation or termination, HP requests the Bank not to invoke the PBG or deduct any loss from the outstanding payment due to HP.   | Bidder has to comply with the RFP terms. |
| 115 | 25 | F. Ownership & Awarding of Contract | 11. Order Cancellation/Termination of Contractt | Whole Clause  | 8.8. Neither party shall terminate or cancel this Agreement or any PO for convenience or without cause except in exceptional circumstances or due to force majeure events which lasts more than 1 month, wherein, either party may not be able to fulfil its obligations stated in this Agreement or under any PO. If Canara Bank decides to terminate or cancel this Agreement or any PO for convenience in whole or in part, it shall provide a 30 days advance notice of its intention to do so stating the reasons for such termination or cancellation and date on which such termination will take effect. Furthermore, Lenovo shall be suitably compensated and a cancellation termination fee of not less than 50 % of the overall cost of all the POs shall be payable by Canara Bank to Lenovo within 15 days of date on which such termination notice is issued. However, In no event can Canara Bank cancel any POs once the products are shipped by Lenovo. | Bidder has to comply with the RFP terms. |



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| 116 | 27 | G. GENERAL CONDITIONS | 14. Indemnity | Whole Clause | <p>Clause to be modified as under:</p> <p><b>Indemnity</b></p> <p>14.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actual, proven and direct actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.1.1 The breach, default or non-performance of undertakings, representation and warranties, covenants or obligations by the bidder;</p> <p>14.1.2 Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>14.2 The bidder shall indemnify, protect and save the Bank against all actual, proven and direct claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p>14.2.1 All indemnities shall service notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>14.2.2 The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of</p> | Bidder has to comply with the RFP terms. |
| 117 | 27 | G. GENERAL CONDITIONS | 14. Indemnity | Whole Clause | <p>HP requests the Bank to kindly limit indemnity claims to the extent of losses sustained by breach of applicable laws and IPR claims only.</p>  | Bidder has to comply with the RFP terms. |
| 118 | 27 | G. GENERAL CONDITIONS | 14. Indemnity | Whole Clause | <p>Either party shall keep and hold the other party indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the other party arising out of:</p> <p>Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by either party;</p> <p>The breach, default or non-performance of undertakings, warranties, covenants or obligations by either party;</p>   | Bidder has to comply with the RFP terms. |



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| 119 | 43 | Appendix -A | 15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper. | <p><b>Fall clause</b></p> <p>8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.</p> | Clause to be deleted   | Bidder has to comply with the RFP terms. |
| 120 | 43 | Appendix -A | 15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper. | <p><b>Fall clause</b></p> <p>8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.</p> | The Bank may kindly note that an outdated format of the Integrity Pact has been annexed to the RFP. The Integrity Pact has been revised by the CVC wherein the Fall Clause has been removed from the draft in 2011 itself. We request the Bank to kindly consider the Integrity Pact without the Fall Clause therefore for the reasons mentioned herein. | Bidder has to comply with the RFP terms. |



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| 121 | 27 | G. GENERAL CONDITIONS | 23. Resolution of Disputes | All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only. | Following para to be added as under:<br>Cost of Arbitration shall be borne by parties equally. | Bidder has to comply with the RFP terms. |
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Place: Bengaluru  
Date: 03/11/2020

*S.S. Sathya*  
Deputy General Manager  
*B*

