

PRE-BID REPLY TO RFP KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025 FOR "SUPPLY, INSTALLATION, CONFIGURATION AND MAINTENANCE OF ALL-IN-ONE (AIO) COMPUTERS WITH RATE CONTRACT FOR A PERIOD OF 1 YEAR"

Sl.No.	Page No.	Section/Annexure / Appendix	RFP Clause	Sub Clause /Technical Specifications	Bidder's Query	Reply/Clarification
1	2	Earnest Money Deposit (Refundable)	NA	Rs. 40,00,000/-	Reques to condier the General Rule (as per GFR 2017)-EMD should typically be 2%-Public Sector Banks (like SBI, PNB, BoB, etc.): Generally follow 2% of the estimated contract value. ALL bids released of Canara Bank has 2% EMD.	Bidder to refer Corrigendum-2
2	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all items should be within Four (4) weeks from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit 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.	Delivery of all items should be within Eight (8) weeks from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit 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 to refer Corrigendum-2
3	13			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 2 weeks from the date of delivery of all the materials for each ordered locations.	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 3 weeks from the date of delivery of all the materials for each ordered locations.	Bidder to refer Corrigendum-2
4	15 & 16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Payment Terms:	3. Warranty payment for 5 Years _ 100% Warranty payment will be released quarterly in arrears. (Note: The warranty cost should be minimum of 8% of the product price or above. Below 8% shall be considered as the tender is being rejected)	Kindly confirm : The warranty cost should be minimum of 8% will be per year of the product price or above.	Bidder to refer Corrigendum-2



5	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	7. Warranty:	7.5. The Bidder shall provide, after the warranty commences for all Software/Products components, Web & Mobile App a telephone support to the Bank/Branches/Respective delivered locations during Business Days for Booking the complaints at free of cost to the Bank	kindly request accept to the web portal for call logging, along with the escalation matrix. Having these tools will greatly assist in managing our operations efficiently and ensuring that any issues are addressed promptly.	Bidder to refer Corrigendum-2
6	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	8. Scope Involved During Warranty:	8.4. The vendor shall be given in person or through Web Portal, App, telephone, letter and E-mail within a time as specified below. 8.4.1. Web and Mobile app shall be provided along with the telephone, letter and Email for registering the complaints.	Request to consider the single app for call logging along with the escalation matrix. Having these tools will greatly assist in managing our operations efficiently and ensuring that any issues are addressed promptly. Carrying the multiple app will be difficult to track and maintain the call Records.	Bidder to refer Corrigendum-2
7	33	F. OWNERSHIP & AWARDING CONTRACT	5. Award of Contract:	5.3. However, Bank is not bound to place the order to L1 bidder. Bank at its discretion may split the order among L1, L2, L3, L4... bidders, if L2, L3, L4 vendors agree to match the price of L1 vendor. However, Region's/Branch's/Office's allocation will be as per discretion of Bank only.	Page No. 59 as per 3. Procurement through Local Suppliers (Make in India):Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative. Request the bank to confirm as per Make in india purchase preference If, L1 bidder is Class 1 bank cant split the orders among L1, L2, L3.	The decision is rest with the bank. However, standard procurement guidelines towards MII, bank will follow.



8	34	10. Performance Security:	10. Performance Security	10.1. The successful bidder should submit a Security Deposit / Performance Bank Guarantee equivalent to 5% of the Total Cost of Ownership (TCO) value as specified in Bid Schedule within 15 days from the date of acceptance of the Purchase Order with the validity period of 60 months from the date of acceptance of order and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of 2 months from the last date of validity.	The RFP For supply, installation, configuration and maintenance of all-in-one (aio) computers with rate contract for a period of 1 year so request the bank to consider bg for 12 months a claim period of 2 months from the last date of validity. And . Request the BANK to Ask a different Bank Guarantee against the Comprehensive onsite warranty and support for further 4 years per year.	Bidder to refer Corrigendum-2
9	43	G. GENERAL CONDITIONS	14. Exit Management Plan:	14.2. Vendor/Service Provider shall update the Transition and Exit management on half yearly basis or earlier in case of major changes during the entire contract duration. The plan and the format shall be discussed and approved by the Bank.	Exit management cant be done in every six months request the bank to kindly change this clause before the completion of Project.	Bidder to comply with the RFP terms and Conditions
10	44			14.3. The exit Management plan shall deal with the following aspects but not limited to of exit management in relation to the Service Level as a whole and in relation to in scope applications, interfaces, infrastructure and network and the scope of work		Bidder to comply with the RFP terms and Conditions



11	44			<p>14.6. The transition & exit management period will start minimum six (6) months before the expiration of the contract or as decided by Karnataka Grameena Bank.</p> <p>14.7. Vendor/Service Provider will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.</p>		Bidder to comply with the RFP terms and Conditions
12	46	G. GENERAL CONDITIONS	17. Business Continuity Plan:	<p>17. Business Continuity Plan:</p> <p>17.1. The service provider/ vendor/ Bidder shall develop and establish a robust Business Continuity and Management of Disaster Recovery Plan if not already developed and established so as to ensure uninterrupted and continued services to the Bank and to ensure the agreed upon service level.</p> <p>17.2. The service provider/ vendor I Bidder shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Bank may consider joint testing and recovery exercise with the Service provider/vendor.</p>	Reques to clarify	Bidder to comply with the RFP terms and Conditions
13	59	H. PURCHASE PREFERENCE	3. Procurement through Local Suppliers (Make in India):	3.6 The margin of Purchase preference shall be 20%	Reques to clarify	As per Gol letter No. P-45021/2/2017-PP (BE-II)-Part(4)Vol.II dated 19.07.2024 will be followed



14	13	Annexure-2	Eligibility Criteria Declaration	The Bidder should have supplied and installed 5000 numbers of All-In-One (AIO) Computers in the state of Karnataka in single/multiple orders during the period from 01/04/2020 to 31/03/2025 for Scheduled Commercial Banks / Government Departments / Public Sector Units / RRBs. Out of the above orders Bidder must have supplied the All-In-One (AIO) Computers for across Karnataka state in a single order during the period from 01 /04/2020 to 31/03/2025 for Scheduled Commercial Banks / Government Departments / Public Sector Units.	The OEM should have supplied and installed 5000 numbers of All-In-One (AIO) Computers in the state of Karnataka in single/multiple orders during the period from 01/04/2020 to 31/03/2025 for Scheduled Commercial Banks / Government Departments / Public Sector Units / RRBs. Out of the above orders 500 Number Bidder must have supplied the All-In-One (AIO) Computers for across Karnataka state in a single order during the period from 01 /04/2020 to 31/03/2025 for Scheduled Commercial Banks / Government Departments / Public Sector Units. (Name of commercial banks/organizations where proposed product is supplied)	Bidder to refer Corrigendum-2
15	13			F) The OEM / Bidder should have their own Service /Support Office in at least 10 out of 29 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP.	No bidder will have support or a franchises 10 to 15 locations as per annexure 4, request to remove G Clause as both are clauses looks similar. Request to keep it as OEM / Bidder for a better support and service.	Bidder to refer Corrigendum-2
16	13			G) The Bidder should have their own of franchises' Service /Support Office in at least 15 out of 29 Regional Office location of the Bank as mentioned in Annexure-4 of the RFP.		Bidder to refer Corrigendum-2
17	13			Minimum 5000 nos. of All in one (AIO) Computers of the proposed OEM (not necessarily the model) should have been supplied (not necessarily by the Bidder) in Government Departments/ Financial Institutions/ Public Sector Units/Scheduled Commercial Bank in India during the period from 01 /04/2020 to 31 /03/2025.	Reques to amend the clause as Bidder / OEM.	Bidder to refer Corrigendum-2



18	66	Annexure-7	Technical Requirements for All In-One (AIO) Computers	1. Intel Core i5-14500 (Performance Base Frequency 2.6 GHz up to 5 GHz; Minimum 14 Cores/20 Threads; 24MB Cache) or higher. Or Equivalent AMD Ryzen 7 8000 series Processor or higher. If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the Benchmark Certificate (with benchmarking score) from anyone of the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark 2018 b. PC Mark 10.	Request to change AMD Ryzen 5 8500G series Series.	Bidder to refer Corrigendum-2
19	67			Minimum 1 x 16 GB DDR5 RAM-4800 MHz expandable up-to 64 GB or more with minimum 2 DIMM Slots.	Minimum 1 x 16 GB DDR5 RAM-4800 MHz expandable up-to 96 GB or more with minimum 2 DIMM Slots.	Bidder to comply with the RFP terms and Conditions
20	67			The motherboard should be compatible with the processor series. Intel Q 670 series Chipset/ AMD pro 665 or Equivalent.	As per Canara Bank its never mentioned the specific Chipset, request to consider the same as its specific to Single OEM. (Intel / AMD Chipset with minimum Bus Speed of 8GT/s. Processor and Chipset should be from same OEM.) OR Request to include commercial chipset Intel B600 / AMD 600 Series. Note : AMD PRO 665 not available with any OEM AS ON Today.	Bidder to refer Corrigendum-2
21	68			BIS, BEE/Energy Star, CE, FCC, EPR and any other Indian Certificate ISO 9001 , 14001, 20001 , 27001 Certification .	Request to add EPEAT INDIA	Bidder to refer Corrigendum-2



22	69	Annexure-8	Scope of work	The bidder has to support for the data backup should be done in advance as per the requirement of bank user at the maximum possible and need to be restored as per satisfaction of the User after formatting and installation of the pre-loaded image file should be carried out in the respective PC.	Reques to clarify that image file will be provided by BANK	Image will be Provided by the bank. However, bidder has to load the latest version of windows while supplying to the locations described by the Bank.
23	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Delivery & Installation:	1.2. Delivery of all items should be within Four (4) weeks from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit 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.	Request you to change the delivery to 6 weeks from the date of acceptance of PO.	Bidder to refer Corrigendum-2



24	14	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Pre dispatch Inspection	<p>2.1. The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the bank will have the discretion to conduct PDI.</p> <p>2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. 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.</p>	Request you to exclude PDI dates and 1 week from the delivery schedule.	Bidder to comply with the RFP terms and Conditions
25	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	8. Scope Involved During Warranty:	8.5. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest un-vulnerable version. In case if any vulnerable found in the system during the contract period, it the responsibility of the bidder to arrest the vulnerable and provide the complied statement with free of cost.	The license would be injected in the BIOS and there will not be any perpetual license	Bidder to refer Corrigendum-2



26	65	Annexure-2	Eligibility Criteria Declaration	Minimum 5000 nos. of All in one (AIO) Computers of the proposed OEM (not necessarily the model) should have been supplied (not necessarily by the Bidder) in Government Departments/ Financial Institutions/ Public Sector Units/Scheduled Commercial Bank in India during the period from 01 /04/2020 to 31 /03/2025.	Request you to change it to The Bidder/OEM should have supplied and installed 5000 numbers of All-In-One (AIO) Computers in the state of Karnataka	Bidder to refer Corrigendum-2
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Date: 30.06.2025

Place: Bengaluru

General Manager

